

Effectively Managing Performance Reviews

Overview

This programme has been designed for any line manager or supervisor who will be conducting a performance review. It will enable them to understand the importance of the process to both themselves and their employee and the positive impact this can have on overall organisational performance.

Objectives

- Understand the need for, and benefits of, a review system.
- Understand the review system (process, forms and follow up).
- Be able to effectively conduct a performance review so that both the reviewer and reviewee get the most out of it.
- Be able to set meaningful, business orientated objectives.
- Be able to deliver positive & negative feedback in a sensitive, objective and solution seeking manner.
- To be able to use effective questioning and listening skills.
- Enhance their own interpersonal skills.
- To finish the course feeling motivated, confident and ready to practically apply their new skills.

Contents

- The reasons for having an effective review system
- Understanding the review system: the process, the forms and who is involved at what stage
- Setting objectives using the SMART technique
- Preparing for the review
- Conducting a worthwhile, open and honest performance review
- Skills of a good reviewer, including listening skills, and giving and receiving feedback,
- Using different questioning techniques
- How to use a Competency Framework
- Following up after the review – the GROW coaching model