

PERFORMANCE APPRAISAL SKILL



An effective performance appraisal can have a significant impact on an organisation's culture, staff development, and their engagement levels. It is imperative for both the people manager and staff to have a mutual understanding on performance criteria, as well as to conduct the year-end review in an objective and constructive manner.

This workshop aims to share field-proven approaches for preparing, conducting, and making the most of effective performance appraisals.

Outline

Module 1: Introduction to Performance Management

- Definition of Performance Management
- Importance of Performance Management to Managerial Staff
- The Performance Management Cycle (i.e., Performance Planning, Coaching & Appraisal)
- Quantitative vs. Qualitative Assessment on Staff Performance
- Correlations among Job Duties, Objectives and Competencies

Module 2: Communicating Performance Requirements with Staff

- Objective & KPI Setting for Results Achievements
- S.M.A.R.T. Rule for Objective Setting
- The 4 Perspectives of Quantitative Performance Measurements
- Transforming Objectives & KPIs into Tangible Action Items
- Adopting Objective & KPI Setting as a Strategic Management Tool
- Cascading Organisational and Departmental Objectives & KPIs down to the Individual Level
- Illustrating Core Competences Requirements to Staff

Module 3: Conducting Effective Performance Appraisals

- Preparation for Performance Appraisal as Appraisers
- Venue Setup for Harmonic Discussion
- Conducting Performance Appraisal Step by Step
- Common Rating Errors in Performance Appraisal and How to Overcome Them
- Reaching Consensus on Performance Rating
- Dealing with Emotional and Defensive Reaction in a Professional Manner
- Handling Difficult Situations
- Performance Appraisal Dos & Don'ts for Appraisers

Training Mode

Interactive lecture, group discussion & presentation, simulation exercise, case study, interesting role play, debriefing, experience sharing