

Are managers able to make fair evaluation and develop your staff through performance appraisal?

- Appraisers don't understand throughout the purpose and meaning of appraisal system, and seemly think it is only troublesome and time-consuming task.
- As appraisal items and criteria are not clear, or appraisers do not have consistent thought, there is feeling in evaluation and big variation occurs. Unfair evaluation is one of the main reasons of employees' dissatisfaction.
- While appraisal system are thought to support human resource development, it can not be fully utilized because appraisers are lacking of feedback skills and interview conducting skills.

This course helps appraisers understand the meaning of appraisal system, and improve appraisal skill and interview skill in order to develop staff's ability further. It is also possible to include your company's own appraisal items and criteria for practice during the training.

~ For a fair evaluation and effective staff development ~

Performance appraisal skill up training

Target: Managers, Supervisors, and staff who are related to performance appraisal

Training venue: At client's company as required (2 days)

Objectives

- Understand the purpose of appraisal system and role of appraisers.
- Be able to increase consciousness and conduct fair and appropriate evaluation by learning the appraisal process, system and how to set up appraisal items and criteria.
- Learn communication skill and interview skill to be able to utilize appraisal result in staff development.

Content

Part 1: Manager's role and responsibility in performance appraisal

- Role and responsibility of managers in performance appraisal
- The purpose and importance of performance appraisal

Part 2: Process and various methods for performance appraisal

- Overall process of performance appraisal
- Various methods for more effective performance appraisal conduct (360 degree feedback, Evaluation by MBO etc.)
- Indicators for evaluating performance (KPI)
- Methods of setting appraisal items and criteria
- Errors and tendency in appraisal

Part 3: Necessary skills to conduct a successful appraisal interview

- Listening skill and positive listening skills
~7 rules for effective communication
- Leading and persuasion skill
- Feedback skill
- Coaching skill for developing staff's potential

Part 4: Holding an effective interview for performance appraisal

- Preparation for the interview
- Interview process
- Understand and be able to control different types of people during the interview
- Deal with questions and negative response from staff

Part 5: Applying appraisal results into staff development

- Analyze needs for staff training and development based on appraisal results
- Staff training and development plan

Part 6: Action Plan

※Above content is subject to change without prior notice.