

# PERFORMANCE APPRAISAL SKILL

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

- ✦ Appraisers don't fully understand the purpose and meaning of appraisal system but simply think it is unnecessary and time-consuming.
- ✦ Unclear appraisal criteria as well as inconsiderate points of view of appraisers cause subjective and inconsistent evaluations, which leads to employee dissatisfaction.
- ✦ While appraisal systems are thought to support human resource development, it cannot be fully utilized because appraisers are lacking of feedback skills and interview conducting skills?

**This course helps appraisers understand the meaning of appraisal system, as well as improve appraisal skill and interview skill in order to develop staff's ability further. You can also include your company's own appraisal system for practice during the training.**

## 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
- ✦ Common errors and tendency in appraisal

### Part 3: Necessary skills to conduct a successful appraisal interview

- ✦ Questioning skill and positive listening skill ~7 rules for effective communication
- ✦ Leading and persuasion skill
- ✦ Effective feedback skill
- ✦ Coaching skill for developing staff's potential

### Part 4: Effective interview for performance appraisal

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

### Part 5: Appraisal results applied to staff development

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

### Part 6: Summary and Action Plan

※The above content is subject to change without prior notices



## OBJECTIVES



- ➔ Understand the purpose of appraisal system and role of appraisers.
- ➔ Increase consciousness and conduct fair and appropriate evaluation by learning the appraisal process, system and how to set up appraisal items and criteria.
- ➔ Learn necessary skills that helps appraisal to result in staff development.

## TARGET



- ☐ Staff
- ☒ Middle-Management
- ☒ First-line Management
- ☐ Top-Management

## METHOD



**30% theory, 70% practice** through group discussions, presentations, case studies, role-playing, games, etc.



### HCM HEAD OFFICE

Nam Giao Building 1, 261-263 Phan Xich Long, Ward 2, Phu Nhuan Dist, HCM

### HANOI REPRESENTATIVE OFFICE

Sao Mai Building, No.19 Le Van Luong St., Thanh Xuan Dist., Hanoi