



Conducting Effective Performance Appraisals

As business demands increase, employees are expected to continually develop and take on progressively more difficult challenges. Providing employees with feedback, coaching, and guidance to help them meet performance goals is a critical component of long-term business success and while many managers dislike conducting appraisals, business leaders recognize the process as vital.

In recent years, the focus of performance appraisals has shifted from evaluation towards a more forward-looking approach. This contemporary approach centres on performance feedback discussions that are conducted in an organized manner, with a firm grasp on the techniques that are likely to make it a positive experience for both parties.

The Conducting Effective Performance Appraisals program teaches participants, through a simple structured process, how to plan and conduct appraisals with confidence. This interactive and activity-based program provides an opportunity to practice skills and discover techniques that streamline the process.

Program Objectives

By the end of this program participants will be able to:

- Understand and apply the six-step performance appraisal model
- Use CABS as the basis for assessing performance
- Use WIN and WIT to provide effective feedback
- Conduct an effective one-on-one performance discussion



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Program Outline

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- The two phases of a performance appraisal system
- How to document employee performance
- The six steps performance appraisal formula
- Using CABS to evaluate performance
- How to provide effective written feedback in the appraisal form
- How to deal with resistance during the performance discussion

Course Length: 1 Day

Class Size: 10-15 Participants

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