

Appraisal Interviewing Skills

It is vital that organisations make the most of the human resources available to them. An **appraisal interview** is a planned discussion between manager and member of staff to **review progress, identify training needs and set objectives**. Correctly handled, the **benefits** to the organization are **enormous**.

Objectives

Apply the skills of **researching, preparing and conducting** effective appraisal interview.

Audience

This course is designed for **anyone who conducts appraisal interviews** within their organization.

Duration

This is **one day Appraisal Interviewing** course. The course starts at **09:30** and runs until **16:30**.

Alternate timings can be arranged upon request. The course can be held on a **date that suits you**.

Location

Our **Appraisal Interviewing** course can be run at **our training venue** near **Liverpool Street (London)** or any preferred location in the **UK or Europe**.

Appraisal Interviewing Course Outline

What is Performance Appraisal?

Definitions and objectives

Specific aims

Benefits of an appraisal scheme

What an appraisal is not or should not be

Appraisal forms

The Structure of the Appraisal Interview

Introduction

Performance review

Assessment of future needs

Objective setting

Action plan

Summary

Following-up the Appraisal Interview

Why follow-up

Documentation

Actions

Monitoring

Review meetings

Preparing for the Appraisal Interview

Timing

Performance review

Employee expectations

Development

Environment

Interview Skills

Qualities of a good interviewer

Setting

Non-verbal communication

Questioning techniques

Effective listening skills

Pattern of interaction

Problem solving