

# Successful Appraisal Interviews

half-day  
management  
master class



- ▷ **Set compelling objectives that motivate employees**
- ▷ **Agree ratings and evaluations effectively and with self-confidence**
- ▷ **Create tailored development plans**

**This fast paced, interactive half-day programme gives participants the knowledge and skills needed to conduct high quality appraisal interviews.**



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## Successful Appraisal Interviews



**Overview** The workshop covers the skills of appraisal interviewing. It covers the ability to give feedback; deal with 'aggressive' people and handle 'difficult' conversations. By the end of the workshop participants will be confident in their ability to run an appraisal interview that benefits the employee, the manager and the business.

**Learning objectives** By attending this highly interactive and practical course you will:

- ▶ **Appreciate the core values and beliefs associated with delivering good quality appraisals**
- ▶ **Master a range of development options for improving employees skill levels**
- ▶ **Understand how to set SMART goals**
- ▶ **Discover a toolkit of powerful communication skills for facilitating the face to face meeting and dealing with resistance or disagreement**
- ▶ **Learn an elegant method for running appraisal interviews with confidence and poise**

### Who should attend?

Anyone who wishes to be able to manage performance and conduct formal appraisals in an elegant and effective manner so that they, their employees and the Company benefit from the process.



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## Workshop content

**The 'golden rules' of appraisal interviewing**

- Understanding the underpinning concepts or key values that expert appraisal interviewers have as part of their mindset.

**Looking at how the appraisal process works**

- Explaining how a Performance Management system can benefit the business and the employees of that business.
  - ▷ Aligning people's goals with the business plan
  - ▷ Promoting values and competencies
  - ▷ Succession planning
  - ▷ Development plans
  - ▷ Performance related pay
  - ▷ Understanding the 3 types of appraisal

▶ **Group exercise: understanding what can go wrong**

**with Performance Management Processes**



▶ **Pairs exercise: writing a development plan**

**Communication skills**

- Mastering a set of influencing techniques that will allow the manager to run the meeting in a way that leads to an honest assessment of performance while remaining respectful to the employee. This includes methods for establishing a positive tone for the meeting as well as techniques for dealing with hostile or aggressive behaviour:

- ▷ Listening funnel & Behavioural event interviews
- ▷ Being specific
- ▷ 3 step assertive technique
- ▷ Broken record technique
- ▷ Fogging
- ▷ Feel/Felt/Found technique
- ▷ Setting SMART goals

▶ **Pairs exercise: practising the tools and techniques**



## Workshop content

## Putting it all together



Planning and running a formal appraisal meeting.

▶ **Case study:** *participants discuss their real life scenarios, role play them with a colleague and receive feedback on their performance*



## Feedback

Feedback is based upon peer review using BMC assessment checklists. Completing the BMC assessment checklists is not only valuable to the people involved in a given role play or case study, it also helps those completing them to gain an in-depth understanding of the building blocks that make up an outstanding appraiser.

## Contact

Further information is available by contacting Boulden Management Consultants at:

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