



“Performance Appraisal and Feedback” - *Vital Conversations*

An Interactive Workshop that will take you through all the stages of the performance management process and how to document the discussion.

You will learn how to:

Prepare for a performance discussion
Conduct the meeting, and
Document the discussion.
Use Performance Management documentation to support a conversation with your team member about their performance
Give, receive, and encourage, positive and supportive feedback
Discuss good and poor performance openly, respectfully and constructively;
Assess a team member's performance fairly and objectively
Coach your team members to develop their potential

Benefits to your organisation

- A positive feedback culture is created and maintained
- An effective strategy for providing constructive feedback, planning and strategic development.

Your facilitator:

Glenda May

Glenda is a corporate trainer, career coach, facilitator and psychologist. Her goal is to help others become the very best they can be and enjoy their worklife. She has extensive experience as a business coach and mentor and has helped people in the following organisations: GE, AXA, ANZ, NAB, HP, PwC, BOC, CSL, Holden, Australia Post, Oxfam, State Government, Legal Practice Board.



Course content:

- Linking Performance Objectives to Strategic Plans
- Ways of measuring Quantity, Quality, Cost and Time as success indicators for the job.
- Measuring 'unmeasurables'
- Setting expectations and reaching agreement
- Implementing a Culture of Feedback
- How to give specific, constructive and timely feedback
- Recognising and rewarding performance excellence
- Every day feedback conversations
- Assessing progress
- Questioning and communication techniques
- Preparing for a performance conversation
- Helping your team member to prepare for a performance conversation
- Managing resistance and objections from your team member.

The workshop is highly practical and interactive including skills practice, case studies of best practice, and examples of completed documentation
The workshop is conducted in an informal and mutually supportive environment.