



Conducting Effective Performance Reviews

Setting goals and objectives to aim for will give supervisors and employees a like focus, and targets to aim for. Supervisors must also learn how to give feedback, both positive and negative, on a regular and timely basis so that employees can grow and develop. Performance appraisals are the cumulating of all these activities.

How You will Benefit:

- Recognize the importance of having a performance appraisal process for employees.
- Understand how to work with employees to set performance standards and goals.
- Develop skills in observing and giving feedback, listening and asking questions, for improved performance.
- Identify an effective interview process and have the opportunity to practice the process in a supportive atmosphere.
- Develop strategies for managing employee performance.

What You Will Cover:

- ▶ The importance of performance appraisals
- ▶ Defining expectations and consequences
- ▶ Developing standards and goals
- ▶ Documenting performance
- ▶ Performance feedback and coaching
- ▶ Developing an interview format
- ▶ The appraisal as a two-way process
- ▶ Managing employee performance
- ▶ How to fire someone

What's Included?

- Instruction by an expert facilitator
- Small interactive classes
- Specialized manual and course materials
- Personalized certificate of completion

TIME: 9am – 4pm. FEES: \$2,000.00 onsite up to 12 people. \$300.00 per person offsite, plus applicable taxes. *Prices and dates are subject to change.