



Staff Training & Upskilling

3 Day Workshop

Conducting Effective Performance Reviews

Who should attend?

Performance reviews are an essential component of employee development. It has been said that only a fool expects to get a different result from doing the same thing; if you keep doing what you have always done, you are going to get what you have always got! If performance reviews in the past have not been particularly successful and have not resulted in increased productivity then you need to start doing something differently!

The German philosopher Goethe said: "Treat people as if they were what they ought to be and you help them become what they are capable of being." Setting goals and objectives to aim for will give supervisors and employees a unified focus and targets to aim for. Supervisors need to be trained in how to provide feedback, both positive and negative, on a regular and timely basis so that they can help the people that they supervise to grow and develop, and reach their full potential. This one day workshop will help to ensure that you get the most out of the next round of performance reviews

How will you benefit?

Recognise 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 will you cover?

- The importance of performance appraisals
- How to avoid stereotyping
- 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
- Accepting criticism

What is included?

All courses are given by expert facilitators in small interactive classes. The manual and course materials are specific to the course and you will receive a personalised certificate on completion.

How to book?

Email your training requirements to : training@infusion.co.za