



PERFORMANCE REVIEW CONVERSATION

Objective

Today, performance review meetings are regarded as conversations with a purpose. They are considered extremely important for the development and health of the organization. Fairness of these conversations is therefore essential for the employee and also for the shareholders, customers, and leaders of the organization.

In the training you learn the pivotal role managers play in driving high-performance employees, and the skills you need to effectively run a performance review session.

By the end of the training, participants will be able to:

- Understand why employee development is critical to business success
- Recognize your role in developing employees
- Evaluate your employees' individual developmental needs
- Motivate top employees, grow solid contributors, and act decisively on underperformers
- Conduct successful career development discussions

Summary of content

- The importance of the performance conversation
- The various cognitive biasness that will influence one's perception – halo effect, regency effect and negativity bias
- Setting SMART objectives and targets
- Giving proper and effective feedback
- Preparation
- Listening and questioning
- Building trust, confidence and morale
- Conducting appraisal objectively
- Setting the right mood
- Moderating expectations of appraisee
- Tips on how to manage staff who disagree with appraiser's comments or ratings
- Handle emotional and upset appraisee

Structure

During this training, we engage motivational methods to fit individual's learning style with discussions, tests, case studies and different role-plays.

Recommended participants

Suitable for employees at all levels in organisations that are faced with cultural differences. We customise our training as closely as possible to the needs of the organisation and the participants.