

# Course Outlines - ONE DAY WORKSHOPS



Cost £25 per person per workshop

ALL are FULL DAY Workshops (Running 10am to 4.15pm)



## Programme 3. Developing an Effective Performance Review/Appraisal Process

This workshop is aimed at helping managers to develop or redesign an effective performance review/appraisal process. This will focus on the need to identify performance measures at a business, team/department and individual level.

- *Understanding the Need for Effective Performance Management*
- *Undertaking a Basic Process Mapping Exercise*
- *Identifying Measures of Performance including SMART Objectives and Key Performance Indicators*
- *Getting Management “Buy-In” and Commitment*

## Programme 4. Implementing an Effective Performance Review/Appraisal Process

This workshop will aim to develop the skills needed to perform effective performance reviews and undertake appraisals. Whilst this workshop is stand-alone, it follows naturally from the “Developing an Effective Performance Review/Appraisal Process” workshop as it is focused on the implementation of a review process. This is a great workshop for individuals who are undertaking performance reviews/appraisals for the first time, or for those managers who wish to refresh their skills on how to get the best out of a review/appraisal.

- *Importance of Performance Management & the Role of the Manager*
- *Understanding How we Measure Performance*
- *Providing Constructive Feedback*
- *Understanding Behaviour and How Best to Challenge Inappropriate Behaviour*
- *Setting Objectives and Identifying Training/Support*
- *Legal Aspects of Performance Management*



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