



HARRIS ASSOCIATES

Implementation Support for Continuous Improvement

Effective Appraisal and Performance Review

A workshop for Chief Executives, Directors and Senior Managers

Learn how to set up and implement a modern appraisal system that will support and reinforce your Continuous Improvement strategy.

A good performance appraisal system will motivate people's improvement efforts and enhance the organization's performance. Poor appraisals however, can stifle initiative, sanction under-performance, create unfair treatment, leave achievements unrecognised and generally undermine the organization's whole performance improvement process.

This thought-provoking one-day workshop will provide the key skills and techniques required for planning and conducting an effective performance appraisal system. The aim is to achieve a structured, two-way communication so that the objectives of both individuals and the organization are met.

It covers:

- Appraisal preparation.
- Appraisal techniques:
 - Communicating, questioning.
 - Dealing with conflict.
 - Dealing with unexpected responses.
 - Handling criticism.
- Appraisal interview activities:
 - Reviewing past performance.
 - Setting targets, goals, objectives.
 - Meeting people's work needs.
- Reviewing a practise session:
 - From the appraiser's perspective.
 - From the appraisee's perspective.

This workshop may be customised to cover specific client requirements, such as:

- Linking appraisals to performance pay.
- Appraisals and motivation.
- Appraisals for employee development.
- Appraisals – a 360 degree approach.

*To ensure that the long-term implementation of your
Continuous Improvement Strategy benefits from this important workshop,
please contact Bill Harris, of HARRIS ASSOCIATES,*

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