

## OUTLINE PROGRAMME

### STAFF APPRAISALS

- 1 What is an Appraisal?
- 2 Types of Appraisal
- 3 Objective Setting
- 4 Appraisal Forms
- 5 Conducting the Appraisal Meeting
  - a. Documentation
  - b. Preparation
    - i Job Description
    - ii Personnel Records
    - iii Training Records
    - iv Previous Reviews/meetings
    - v Previous year's appraisal
    - vi Employee's own appraisal
- 6 Skills to Assist
  - a. Questioning Skills
  - b. Communication
  - c. Listening Skills
- 7 Criticism
  - a. Positive Criticism
  - b. Accepting Criticism
  - c. Fairness and Consistency
- 8 Motivation
- 9 Potential Problems
- 10 Managing Poor Performers
- 11 Feedback
- 12 Action Planning and Target Setting
- 13 Possible Problems
  - a. Preparing for Difficult Situations
  - b. Accepting Difficult People
  - c. Conducting Appraisals with Difficult People
- 14 Legal Matters and Appraisals
  - a. Do I have to do Appraisals
  - b. What is the legal situation if I do
  - c. Avoiding pitfalls



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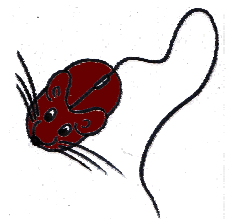
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