

Practical Performance Appraisal Management

Building Performance Excellence at its best

People are your biggest assets. If you look after them, nurture them, invest in them and manage their performance properly, your business success will be assured. Feedback is the number one motivator in any organisation, and this workshop will provide you with the mechanism to provide constructive feedback so that your people remain motivated and feel valued. It will also allow them to hone their styles and skills to mould to the needs of their organisation and enjoy personal success which will in turn benefit your company!

The highly practical approach to performance appraisal offers a very powerful and unique training opportunity. Appraisals should be meaningful, fair, reliable and valid. Achieving this is a challenge for people given that we are, by nature, influenced by many factors that may be external to an individual's performance. A more meaningful and effective process and a formula works for the individuals being appraised and for the entire organisation.

Learning Outcomes

Capitalise on expert knowledge to gain maximum value:

- UNDERSTANDING the importance of Performance Appraisal
- PLANNING for Performance
- KEEPING TRACK of your employees performance
- LEARNING to meaningfully and reliably assess employees
- PICKING UP ON best practice in performance reviewing
- DETERMINING core competencies
- MANAGING the process and build Performance excellence

This comprehensive 2 day program includes the following modules:

The Importance of Performance Appraisal

- ▶ The purpose of performance appraisal
- ▶ Making appraisals useful and meaningful
- ▶ Performance Management across cultures
- ▶ The P.E.A.R Performance Lifecycle Process

"P" is for Performance Planning

- ▶ Manager's and employee's responsibilities
- ▶ Results and behaviours
- ▶ Determining key job responsibilities
- ▶ Goal setting & goal statements

"E" is for Performance Execution

- ▶ Keeping track of employee's performance
- ▶ Motivating for performance

"A" is for Performance Assessment

- ▶ Reliability and validity in performance assessment
- ▶ Weighting of performance information
- ▶ Being objective, avoiding cultural and other biases
- ▶ Rating scales and rating errors
- ▶ Writing up the appraisal report

"R" is for Performance Review

- ▶ Establishing rapport & being empathic
- ▶ Conducting the review, Interview skills
- ▶ Difficult situations (silence, disagreement, excuses)
- ▶ **The Performance Appraisal Form**
- ▶ Determining core competencies
- ▶ Job analysis
- ▶ Staff ratings and Criteria Weightings

The Performance Appraisal Process

- ▶ Designing and establishing the framework
- ▶ Stakeholder expectations
- ▶ Management training requirements for appraisals
- ▶ Maintaining and monitoring the appraisal system

Building Performance Excellence

- ▶ Factors influencing an individual's development
- ▶ Creating development plans that work
- ▶ Management & employee development responsibilities
- ▶ The employee who does not change
- ▶ Identifying gaps between desired/ actual performance
- ▶ Getting agreement to change
- ▶ Documenting change discussions
- ▶ Attitude and attendance problem

Who should attend

This 2 day course is aimed at managers, supervisors, human resource officers and those who are responsible for and conduct performance appraisals.

CORPORATE BIOGRAPHY BEVERLEY HONIG

Beverley Honig BA LLB

MBA is the CEO Honeylight Enterprises P/L, a leading edge business consultancy established in 1996, and an acclaimed business advisor to corporate and governments globally in the field of International business sourcing, performance management, contract management, leadership, negotiations, people and culture management.



Ms Honig is the acclaimed author of 2 bestselling business books, the first published in 2010 called "Making Contracts Work", and the second text book called "Project Management: The Managerial Process".

She is also an internationally qualified lawyer and a Board Director and Chairman of several public and private companies. She is a part time judge for the Essential Services Commission and a senior lecturer in the University of Melbourne and Queensland University of Technology's Business School for the Australian Department of Defence.

Performance Management is one of Beverley's specialist subject, and she delivers many courses to corporate clients on how best to manage performance risk through sound **Performance Appraisal Systems**. Ms Honig has over 30 years' experience in managing Performance Appraisal processes and systems. Her philosophy is that if people feel engaged and their performance is well managed, their companies will reap the benefits through productive and engaged employees who are challenged to do their best work. Culture plays an important role in how Performance is appraised, and Honig delivers many workshops and courses across Asia on the topic of Cultural Management. Beverley is a globally sought after public speaker, and nominated Australian **Businesswomen of the year**, and is the recipient of 3 multi-national trade awards presented by the Prime Minister, in recognition of its outstanding contribution to the forging of international trade links. Beverley is listed in the Who's Who of Australia.

See more about what Beverley Honig does at Honeylight on www.honeylight.com.au

TESTIMONIALS

"I should have done this course years ago, it has already saved me time and money! Now I know how best to provide feedback to my staff and create a win-win situation for everyone!"

Steven Sayer, Bank Manager

"Well done Beverley. Talent acquisition is my number one priority but now I have done your course I realise it is also about talent retention. Every manager should attend this if they want to stay ahead of the game."

James Salamon, Oil and Gas executive, Australia

This is a must attend course for any executive managing people. It allowed me to manage across a diverse range of cultures and keep my people happy. Happy employees, happy company"

Cheryl Goodman, National Bank Executive

"Until I did this course I thought Performance appraisal was difficult and often skipped it to avoid issues. Now I cant wait for every 6 month appraisal period because I realise it's not about confrontation, it's about feedback and improvement. Highly recommended to anyone who manages staff"

Suzanne Wong, Manager Gas Division

"Well done. Your PEAR review program is second to none. It's a sure fire plan to build performance excellence."

Michael Shorten, CEO, Resources Division

"Great delivery, full of practical live examples, role plays and clear explanations. Loved it and will be sending all my managers on this course"

Ed Chow, Human Resources Director, Banking Industry

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CPD POINTS AND GROUP BOOKINGS APPLY**



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