

TRAINING TITLE

EFFECTIVE PERFORMANCE AND APPRAISAL

Training Duration

5 day

Training Venue and Dates

Ref. No. SS056	Effective Performance and Appraisal	5	05-09 May 2025	\$5,500	DUBAI, UAE
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In any of the 4 or 5-star hotels. The exact venue will be informed later.

Training Fees

- **\$5,500 per participant for Public Training includes Materials/Handouts, tea/coffee breaks, refreshments & Lunch**

Training Certificate

Define Management Consultants Certificate of course completion will be issued to all attendees.

TRAINING DESCRIPTION

This course focuses on the key concepts, skills, and best practices for effectively managing employee performance and conducting performance appraisals. The course is designed to help managers, HR professionals, and team leaders understand how to establish clear performance expectations, give constructive feedback, conduct meaningful performance reviews, and align employee performance with organizational goals.

TRAINING OBJECTIVES

By end of course participants will be able to understand

- Understand the purpose and benefits of performance appraisals for both employees and the organization.
- Set clear, measurable performance goals and expectations that align with organizational objectives.
- Use various performance appraisal methods to assess and evaluate employee performance.
- Conduct constructive feedback sessions to improve employee performance and motivation.
- Identify and handle performance issues effectively, including underperformance and behavioral challenges.
- Create performance improvement plans and development strategies for employees.

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- Handle difficult appraisal conversations with confidence, including managing resistance and delivering negative feedback.
- Use performance data to make decisions related to promotions, compensation, and training.
- Foster a culture of continuous feedback and performance development within the organization.

WHO SHOULD ATTEND?

- Human Resource (HR) Professionals
- Managers and Team Leaders
- Organizational Development Specialists
- Supervisors and Department Heads
- Talent and Performance Management Experts
- Business Executives
- Facility Managers and Plant Operators

COURSE PROGRAM

Day 1: Introduction to Performance Management and Appraisal

- Understanding Performance Management: Definition, importance, and objectives.
- The link between performance management, employee engagement, and organizational success.
- Key elements of performance management: Setting expectations, monitoring, feedback, and evaluation.
- Overview of performance appraisal systems: Traditional vs. modern approaches.
- Different performance appraisal methods: Rating scales, 360-degree feedback, self-assessments, and peer reviews.
- Identifying key performance indicators (KPIs) and measurable outcomes.
- Establishing SMART goals: Specific, Measurable, Achievable, Relevant, and Time-bound.

Day 2: Setting Clear Performance Expectations and Goals

- The importance of setting clear expectations for employee performance.
- Aligning individual goals with company objectives.
- Creating effective job descriptions that support performance measurement.
- Techniques for setting individual and team performance goals.

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- Goal-setting frameworks: SMART, OKRs (Objectives and Key Results), and other methods.
- Monitoring performance progress: Regular check-ins and ongoing communication.
- Tracking performance metrics: How to use data to evaluate employee progress.

Day 3: Conducting Effective Performance Reviews

- Preparing for the performance review meeting: Gathering data, preparing feedback, and managing expectations.
- Structuring a performance appraisal discussion: Opening, reviewing performance, providing feedback, and setting future goals.
- Giving constructive feedback: The art of balancing positive and corrective feedback.
- Managing emotions during performance reviews: Dealing with defensiveness and resistance.
- Performance rating scales: Ensuring objectivity and fairness in evaluations.
- Creating development plans: Supporting growth and addressing weaknesses.
- Coaching techniques: How to guide employees toward improvement.

Day 4: Handling Difficult Conversations and Performance Issues

- Addressing underperformance: Identifying root causes and addressing performance gaps.
- The role of performance improvement plans (PIPs): When and how to use them.
- Dealing with behavioral issues: How to manage conflict, poor attitude, and team dynamics.
- Giving negative feedback constructively: Techniques to ensure clarity and avoid demotivation.
- Managing resistance during performance reviews: Techniques to handle defensiveness and disengagement.
- The importance of follow-up: Ensuring accountability and continuous progress.
- Creating a plan for employee development and growth.

Day 5: Developing a Culture of Continuous Feedback and Appraisal Best Practices

- Moving beyond annual appraisals: How to incorporate continuous feedback into everyday management.
- Building a culture of regular feedback and performance discussions.
- Using performance appraisal data to inform decisions: Promotions, rewards, training, and succession planning.

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- Engaging employees in the performance process: Encouraging self-assessments and self-improvement.
- Best practices for fair and effective appraisals: Avoiding bias, ensuring transparency.
- Legal and ethical considerations in performance management and appraisals.
- Digital tools and systems for streamlining performance management.
- Final Q&A session and course wrap-up: Reviewing key takeaways and sharing resources.

NOTE:

Pre-& Post Tests will be conducted.

Case Studies, Group Exercises, Group Discussions, Last Day reviews, and assessments will be carried out.



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