


Conducting Performance Reviews

Description: Performance reviews are a proven and very successful way of motivating staff— if undertaken correctly.

This course introduces attendees to positive ways of undertaking professional performance reviews— whether in private sector or government.

As part of performance reviews, bad news may also have to be delivered – this course explains how to do it well



Audience: Managers and professionals who supervise staff and who want to be able to do motivational performance reviews

Duration: One Day

Objectives: At the end of this course, participants will learn:

- ✧ How to motivate employees through the use of performance reviews
- ✧ How to measure the levels of performance / underperformance
- ✧ How to give praise for achievements and to avoid commenting on issues for which there is no evidence
- ✧ How to coach employees to reach their own conclusions
- ✧ How to follow-up and monitor performance until it reaches objectively satisfactory standards

Conducting Performance Reviews

Content:

Overview

- Why managers dread doing staff reviews
- The human need of knowing how well am I doing
- How to use reviews to motivate staff
- The need for evidence to backup any comments
- The need to praise staff—genuinely

Measuring Performance

- Understanding SMART objectives
- Agreeing objectives that will serve to improve performance
- MBO—management by objectives
- Dealing with underperformance and avoiding criticism
- Challenging and achievable objectives

Rating Performance

- The need for clarity in measuring achievements against objectives
- Being honest with the employee when rating achievements
- Understanding the normal distribution curve of employee performance
- Why managers must prepare fully for performance review

The Review

- You-Me-We technique to get the employee talking
- The need to ask good open questions
- Reading body language at reviews
- Tips for doing professional performance reviews
- Why the manager must follow-up on agreed actions
- The need to review performance—continuously

Closure



12 Lower Hatch Street
Dublin 2, Ireland
Tel: +353 1 639 2955
Fax: +353 1 639 1452
Email: info@trigraph.ie
Web: www.trigraph.ie