

## **SSBS020: Managing Performance & Running Effective Appraisals**

### **Introduction:**

This workshop is particularly aimed at team leaders and managers who want to improve how they manage their employees' performance throughout the year. It also focuses on best practise for how to conduct employee performance appraisals. This training is ideal for those who want to re-fresh, refine or advance their people management skills.

### **Duration:**

This workshop is run over 2 days.

### **Workshop approach:**

This workshop is peppered with exercises and frameworks that will allow participants to apply the information covered to their specific situation. This training is delivered in an informal manner with the use of audience participation in discussion and practical sessions. These will assist participants to learn and understand the performance management principles, tools and techniques discussed during the course, and to help them start to put these into practice in the safety of the training environment. A variety of training methods are used on this course, including group discussion, trainer presentations, skills practice, and group exercises.

### **Content:**

Managing the performance of your team:

- What is performance management and what are its benefits?
- Overcoming challenges in assessing performance

Understanding motivation and applying it within your work:

- Learn what motivation is and what motivates your employees
- Appreciate the range of motivational preferences that others can have

#### Setting performance goals:

- Guidelines for setting goals and objectives that work best to motivate performance
- Tips for linking goals to team and company strategy and vision

#### Monitoring performance throughout the year:

- Guidelines for conducting ongoing performance review meetings
- Techniques for updating objectives, goals and work plans

#### Rewarding and recognising performance:

- Appreciate the range of financial and non-financial rewards and recognition
- Learn how to use positive reinforcement to perpetuate desired performance

#### Using a coaching management style to improve performance:

- What is coaching and how can you use this management style to get better performance from your team?
- Type of questions that will be useful to you in coaching
- Techniques for providing effective feedback to your team

#### Conducting formal performance appraisals:

- Guidelines for conducting performance reviews
- Learn how to deal with difficult review situations



**Workshop outcomes and benefits:**

This workshop will help you improve the effectiveness of your employees and help them get better results. You will learn about how you can motivate your staff and encourage better performance. You will also learn best practice for how to prepare for, and conduct, performance appraisals. In addition, you will appreciate the advantages of managing performance throughout the year, as well as understanding guidelines for how to best do this.

**Certification:**

On completion of this course, you will obtain a certificate issued by the Institute of Leadership & Management (ILM).

**This workshop is presented by:**

**Tina Kinirons** is an occupational psychologist who specialises in management and leadership skills. She worked in management, sales and consulting roles for IBM and Microsoft for 21 years, including 5 years on the Microsoft Ireland Leadership team. She draws on her years of business and management experience, together with her occupational psychology practice, to work as a management trainer and coach. She develops and presents training on the soft-skills of management and also works as a management and executive coach. She holds a M.Sc. in Occupational Psychology and is a member of the Psychological Society of Ireland, the Institute of Leadership & Management, and the British Psychological Society.