



Conducting Effective Performance Reviews

Description: This course will teach participants the importance of having a performance review process, how to work with employees to set performance standards and goals, skills in giving feedback, listening, and asking questions, a proven interview process, and how to make the performance review legally defensible.

Session One: Course Overview.

Session Two: Basics of Performance Appraisals

- A History of PAs
- Small Group Exercise

Session Three: Employees' Concerns About PAs

Session Four: What Makes PAs a Defensible Process?

Session Five: Stereotypes

- The Four Tendencies
- Individual Exercise

Session Six: The Performance Management Process

- The Four Steps
- Sample Performance Appraisals

Session Seven: SMART Goals

- SMART PPP
- Small Group Work
- Improving Goals

Session Eight: Goal Setting

- Why Set Goals?
- Goal Setting Quiz

Session Nine: The Performance Management Cycle

Session Ten: Setting Standards

- The Donut Factory
- Setting Standards

Session Eleven: Performance Development Plan

- The Fourth Stage

Session Twelve: Feedback and Communication

- The Basic Skills
- Draw a House

Session Thirteen: Listening Tips and Tricks

- Listening Quiz

Session Fourteen: Asking Questions

- Basic Skills
- Probing
- Non-Verbal Messages
- Interpretation Exercise

Session Fifteen: Feedback

- Giving Feedback
- Case Studies

Session Sixteen: Characteristics of Effective Feedback

- The Six Characteristics
- Sample Statements

Session Seventeen: Accepting Criticism

Session Eighteen: Planning the Interview

Session Nineteen: The Interview

- A Basic Format
- Preparation
- Role Plays

Session Twenty: Goal Setting Role-Play.



Session Twenty-One: Ordinary Feedback

Session Twenty-Two: Coaching and Counseling

- Task Preparation
- Role Plays

Session Twenty-Three: Appraisal Preparation

Session Twenty-Four: The Interview Role Play

Session Twenty-Five: Maintaining Performance

Session Twenty-Six: Behavior Contracts Guidelines

- Recognizing MrsStanfield

Session Twenty-Seven: Handling Performance Problems

Session Twenty-Eight: The Worst Case Scenario

- If You Have To Let Them Go...
- Role Play

Session Twenty-Nine: Pre-Assignment Review

Session Thirty: Performance Management Checklists

- Workshop Wrap-Up