



NewGrange

TRAINING & SERVICES LTD

Better People, Better Business®



Appraisal Skills & Techniques

About this course

This one day course is particularly suitable for all levels of Supervisors and Managers who are responsible for conducting staff appraisal discussions. This course is designed to give delegates a clear understanding of how to structure and run an effective appraisal.

A reduced version of this course can be ran in 3Hrs - contact us for details

- Course Location:** On-Site at your premises
- Course Duration:** One Full Day, 9.30am - 4.30pm (date to suit you)
- No. of Delegates:** 12 delegates max

Course Programme

- The importance of Appraisals
- Introduction to Appraisals
- Three key Appraisal areas
- Creating trust and openness
- Setting objectives and outcomes
- Motivation
- Preparing for an Appraisal
- Questioning Skills
- Listening Skills
- Communication Skills
- Dealing with difficult people
- How to deal with difficult Appraisals
- Appraisal documentation
- Feedback Skills

Delegates Receive:

Certificate of Training
Course Notes
Course Materials

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