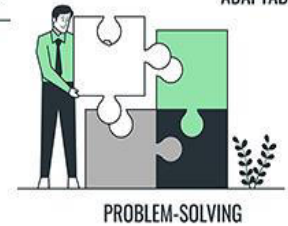


SOFT SKILLS



SOFT SKILLS

Performance Management and Appraisals Course

Project Based Immersive Learning Course

Performance Management and Appraisals Course Overview

Performance appraisal is a process that typically takes place annually, in which an employee's job performance and contributions to the company are evaluated. This process is referred to by various names within the industry, such as annual review, performance review and evaluation, or employee appraisal. The frequency of performance appraisals can vary between companies, with some conducting them annually, semi-annually, or quarterly. To develop a high-performing workforce and ensure that employees are accountable for meeting performance expectations, it is important for organizations to provide their employees and managers with the necessary knowledge and tools to manage performance and conduct fair and accurate appraisals. Education Nest offers performance management and appraisal skill training courses specifically designed to meet this need.

Benefits of Performance Management and Appraisals Skills

Course:

Performance management and appraisal skills training courses can contribute to a more productive, engaged, and motivated workforce, ultimately benefiting the organization as a whole. Performance

management and appraisal skills training courses offer several benefits to both employees and organizations. Some of these benefits include:

- Better inter-personal relations with the team
- Develop their coaching and mentoring skills
- Build on their emotional competence
- Healthy dialogues during review discussions
- Improvement in retention rate
- Team retention
- Improved morale
- Improved culture
- Higher team productivity

Who should learn?

- Heads of the Departments
- Senior Management Team
- CHRO, HR Team
- Line Managers
- Existing Managers, Supervisors
- Those who wish to manage the team in the future
- Anyone whose role includes conducting appraisals

Why Performance Management and Appraisals Skills Course from

- **Free Demo on Request**
- **Live Interactive Learning**
- **Lifetime Access**
- **Flexible Schedules**
- **24x7 Support**

- **One on One Doubt Clearing**
- **Real Time Project-Based Learning**
- **Certificate Oriented Curriculum**

Key Skills Covered:

- Performance management
- Appraisal methods
- Legal considerations
- Performance improvement
- Performance coaching

Performance Management and Appraisals Skills Course Syllabus

Module 1: (Introduction)

- Basic Understanding of Performance Management and Appraisals
- Necessity of Performance Appraisal
- Traditional Methods of Performance Appraisal
- Modern Methods of Performance Appraisal
- Factors affecting performance appraisal
- Responsibility of the Appraiser
- Getting to know your team Members

Module 2: (Developing Capabilities for Effective Team Communication)

- Structure Communication for Rapport building with the team
- Developing Probing skills by asking the right questions, Paraphrasing, and summarizing
- Listening Skills
 - Understanding the steps of Listening, and its importance
 - Honing your Listening Skills with special focus on reflective listening
- Feedback
 - Developing Feedback in general
 - Difference between observation and judgment
 - Understand how to bring emotional intelligence in sharing constructive feedback without diluting the intent of what needs to be communicated
 - Giving motivational feedback
 - Removing bias from review discussion
 - Building a continuous culture of regular and consistent feedback

Module 3: (Transactional Analysis)

- Understand the concept of TA
- Understand the impact of TA on the review discussion
- Understand the concepts of EGO States- Parents, Adult and Child
- Understand the dominance of certain ego states and why with special focus on performance review discussion

Module 4: (Leadership Skills According To Situation)

Diagnose

- How to diagnose and ensure that the development of the team member becomes the basis of performance review discussion

- How to gauge a person's competence and commitment to a task
- How to develop skills to successfully diagnose the developmental level

Flexibility

- Identify and understand the behaviors in four leadership styles- Directing, Coaching, Supporting and Delegating
- Understand the difference in all these leadership styles
- Learn how a leader behaves in all these leadership styles
- Learn how to adapt your leadership style as per the situation
- Identify which style is the one you are most comfortable using
- Understand your flexibility level in relation to these styles
- Understand how to start a conversation in these leadership styles
- Practice how to diagnose the developmental level of the team member and the use of each of these four styles

Module 5: (Coaching and Mentoring)

- What is coaching, its importance
- Differentiate between coaching and mentoring
- Understand the six phases of coaching - Preparing, negotiation, enabling, feedback, dealing with obstacles, follow-up
- Understand where to use coaching and where to use mentoring

Module 6: (Managing Performance Issues)

- Identifying performance problems
- Addressing performance issues
- Documenting performance discussions

Career Support

Profile Building:

Experienced professionals are available to offer tailored assistance in crafting your CV and online profiles, taking into account your unique educational and experiential background.

Interview Preparation:

The upcoming interview preparation service will include personalized one-on-one sessions and the option for mock interviews if needed.

Job Referrals:

At Education Nest, we receive a variety of job requirements from diverse sources such as organizations, our clients, HR consultants, and a vast network of Education Nest currently employed in different companies. We strive to meet these varied requirements to the best of our abilities.

Continuous Support:

We offer continuous support for as much time as you need it, and a considerable number of our learners receive multiple interviews offers and promising employment opportunities as a result of the abilities they gain during the program.