

# The Appraisal Discussion

**Course length:** 45 mins\*

**Course Code:** 103080BT044

**This is the third in a series of four short courses on the staff appraisal process. It helps you to structure and conduct an effective appraisal interview.**

## Benefits for the Learner

Handled well, the appraisal interview gives you the chance to discuss work performance with your staff, set new objectives and targets and build a framework for training and development. The interview can also help your staff to feel that their good work has been recognised and that they are valued by the business.

This course shows you how to conduct an appraisal to get maximum benefit from the process for you as a manager, those who work for you and the business as a whole.

## Benefits for the Business

Whilst a badly designed appraisal system operated by untrained managers is usually an expensive waste of time that actually damages working relationships, an effective system can bring real business benefits.

Appraisals can dramatically improve job performance by highlighting an employee's strengths and revealing any weaknesses that need addressing. The information gathered can also help you to decide which employees need promotion, training or redeployment and which working practices are most efficient. And, on a human level, appraisals improve staff morale giving employees an opportunity to talk about their ideas and expectations.

## What Does the Course Cover?

- Opening the appraisal discussion
- Using questioning techniques
- Encouraging self-assessment
- Closing the appraisal discussion
- Agreeing and recording the discussion
- Avoiding unhelpful language: 'Appraisal speak'
- Handling difficult situations

## How Long Does the Course Take?

You can work through this course at your own pace. It should take you around 45 minutes to complete.

\*Courses are accessible for six months from the date of purchase.