

# retail training



## PAINLESS PERFORMANCE APPRAISALS

**DURATION:** 1 or 2 day options available

### OVERVIEW:

Procrastinating about those “need to have” performance appraisals? Is there a real fear among your staff about the need for performance appraisals? Do they think that the “boss” is monitoring their performance and they need to be careful?

If you have ever wondered about how performance appraisals can be positive and lead to greater efficiency and profitability... then this course will convince you that they can.

### EXPECTED OUTCOMES:

This course will lead to a better, more positive approach to conducting performance appraisals for you, the boss, and your colleagues.

Staff members will be motivated to perform and will learn to openly discuss their opinions or concerns with you directly.

Conducted correctly and regularly, performance appraisals will always lead to improved sales, profits and efficiency in the organisation.

### CONTENT:

- The performance management cycle
- The benefits of effective performance appraisals
- Giving feedback
- The appraisal discussion process
- Active listening
- Goal setting
- Post appraisal
- Dealing with difficult people