



Appraiser Skills Workshop
Developing Managers
to improve
Employee Performance and Engagement



**Delivered by
Rainmaker**

Appraiser Skills Workshop

Developing managers to improve employee engagement

Format: Usually 1 day or ½ day Workshops delivered on your site to your managers.
We deliver a little theory and lots and lots of interactive sessions ...

Just doing it! Practicing with the trainer and your colleagues

We ask and expect delegates to bring common interviewing issues to deal with during the workshop

Delegates: 12 Max

Aims: We transform managers and supervisors into successful appraisers. Appraisers who can use the right techniques to engage with employees and give feedback both constructive and positive (and have the correct impact of motivation and enjoyment) and can deliver corrective and negative feedback (and have the right impact of acceptance and willingness to try new ideas and new approaches).



They need to deliver the feedback and co-create with the employee development plans that are owned and actioned whilst meeting the needs of both company and employee and staying within the guidelines, company, legal and cultural, in place at the time.

The Challenges

Often managers are asked to appraise people without being in possession of any structures, frameworks or awareness of the techniques involved in giving appraisals. If appraisers are not sure of how to best conduct appraisals for the maximum benefits to employee and company then they are unlikely to find the task easy or enjoyable. If appraisers talk too much because they are nervous when there is silence in the room and so seek to fill it...

How can we seek the ideas and insight of employees?

How can we improve performance of the company and the employee if we don't listen and feedback on ideas and initiatives?

How can we avoid spending money to train up employees then only to see them leave after suffering at the hands of a poor appraiser?

Our Suggested Solutions

Rainmaker's "Appraiser skills" workshop uses small group coaching and focused participation to explore how effective appraisers prepare, execute and document successful appraisals where either behaviours are reinforced if positive and changed if negatively impacting performance.

The Appraiser Skills 1-day Workshop 1 day:

- Recap: The Performance Appraisal Cycle
 - How the Performance Appraisal Cycle works
 - The role and contribution of Line Managers and the role of Employees
- Recap - Writing SMARTer objectives
 - How objective setting, appraisal and development contribute to our success
- Recap - planning performance
 - Creating a performance culture – the basics
 - Ensuring that there are NO surprises please
- Active listening and questioning
- Giving and getting performance feedback
- Building development action plans that balance the needs of the business with those of the employee
- Building line manager and employee ownership of the outcomes
- Handling tricky appraisals.
E.g. major, performance gaps, objections, emotional outbursts, irritation and anger, non-acceptance of the performance rating and others the participants raise.
The focus will be get it right first time so there are no surprises
- Using our assessment criteria objectively, sensitively and fairly



Running Role Plays / Practice tasks

At least 70% of the workshop will comprise groups of participants working together to practice the core face to face skills including.

Deliverables

Each participant on the workshop will receive:

A guide containing all slides, practice tasks, scripts on what to say, when, hints and tips,

We will also give you a set of outline guidelines (Word Documents) for both appraisers and appraisees to prepare themselves or if you prefer **We will use Your Documentation**

The appraiser skills ½ day refresher workshop:

From the content above we will build, with you, a cut-down version, covering what your team needs to be better appraisers and deliver for you.

We encourage you to put on morning and afternoon sessions to make the ½ day workshop cost effective for you and your teams

Workshop briefings for employees or people be appraised: 2 hours

We will assist you in bring a reinvigorated appraisal system in by delivering briefings either for or with you (train the trainer) .

We will again tailor the briefing to suit your needs.

However we'd offer up the following as a structure to follow during the briefing.

LOOKING UP	LOOKING DOWN
1. Tell me what is expected of me.	1. Organising, planning and agreeing objectives, job purpose and objectives.
2. Give me the opportunity to perform.	2. Delegating and clarifying standards, agreeing measures & review periods.
3. Tell me how I am getting on.	3. Regular informal reviews.
4. Give me support and guidance to improve.	4. Identifying and satisfying training and development needs, coaching, mentoring and support.
5. Tell me how I have performed overall and recognise my contribution and achievements.	5. Performance appraisal and salary review, career development, motivation and saying thank you.
6. Ask me how I think I can improve and how I think the company can improve	6. Listen and act upon good suggestions

We'll get employees and appraisees to actively prepare and engage with the appraisal process and see that by doing that, they will get the best of of it and their managers.

Some of our clients for Appraisals Services

Our Client



Rainmaker's Activities with them

The whole Company is introducing Appraisals for the first time.

As they grow they have begun to install new managers into their team

Delivered Employee Briefings in Derby and Essex to introduce appraisals to the employees
For this aviation software company based in Tiptree in Essex



Directors Refresher on Appraisals
"Managing Managers" Performance discussions
For this Meat Wholesaler based in Exeter



Delivered Appraisals skills workshops to the to 30 GMs across the UK

For this recruitment advertiser based across the UK and Ireland



Helped the HR team to revamp and re-design the Appraisals documentation and process and then deliver Appraisal skills workshops to the managers with the new documentation for this spinal injury charity



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