



**Business Training Experts**

## Employee Appraisal

### Programme Overview

- To analyse performance management systems.
- Identify benefits of good performance management systems.
- To develop SMART goals in accordance with organisational goals.
- To identify attributes needed to conduct appraisal interviews.
- How to deal with conflict during appraisal interviews.
- How to manage job performance on many levels.
- Tools needed to effectively manage performance.

### Programme Outline

#### Performance Management Systems

- Introduction to performance management
- Benefits of a good PM system for managers, employees and organisations
- Considerations for the setting up of a performance management system
- Set up departmental and individual SMART objectives based on organisational objectives

#### The Appraisal Interview

- Communications and soft skills development– assertiveness, active listening, feedback, influencing and negotiating skills
- Guidelines for the appraisal interview
- Dealing with conflict

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