



Appraisals Workshops
Developing Team Leaders, Managers and Directors
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, team leaders, and directors. We deliver a little theory and lots and lots of interactive sessions, we build a safe environment to try out what people have learned. There will be lots of practicing with the trainer and colleagues. We ask for and expect delegates to bring common, realistic appraisal issues to practice dealing with during the workshop and the more experienced to bring tricky issues too. **Delegates:** 12 Max



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

They need to deliver the feedback and co-create with their direct reports development plans that are owned and actioned and that meet the needs of both company and employee and stay 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, guidelines or awareness of the techniques involved in giving appraisals.

If appraisers are not sure of how to best conduct appraisals for the maximum benefit to employee and company then they are unlikely to find the task easy or enjoyable.

If objectives have not been agreed and written down how can anything other than subjective feedback be given? Why are we surprised when this is not seen as satisfactory by the appraised?

If appraisers talk too much when they are conducting the appraisals, how can they seek the ideas and insight of employees? How can they improve performance of the company and the employee if they don't listen and give feedback on ideas and initiatives?

How can the company avoid spending money to both recruit and train new 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 training, 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.

Appraiser Skills 1-day Workshop Typical Agenda

- Recap on The Performance Appraisal Cycle
 - How the Performance Appraisal Cycle works
 - The role and contribution of Directors / 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
- Active listening and questioning
- Giving and getting performance feedback
- Building manager and employee ownership of the outcomes
- Building development action plans that balance the needs of the business with those of the employee
- Handling tricky appraisals.
E.g. major, performance gaps, objections, emotional outbursts, irritation and anger, non-acceptance of the performance rating and others participants may raise. The focus will be get it right first time so there are no surprises



Running Role Plays / Practice tasks

Much of the workshop will comprise groups of participants working together to practice the core face to face skills on each other. Your facilitator will create an environment where no one feels embarrassed and all experiment and practice what has been discussed.

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 out set of outline guidelines (Word Documents) for both appraisers and appraisees to prepare for appraisals

We will tailor the workshop to specifically match your needs. We prefer to use your forms and processes. We'll adapt our workshop to fit how you want it. Your Appraisers will leave more confident and able to face anything that employee appraisals throw at them.



The Appraiser skills ½ day refresher workshop:

We will tailor with you, from the content above, a cut-down version, covering the topics that your teams need to be better appraisers. Then we'll deliver it for you. (We encourage you to put on morning and afternoon sessions with different attendees to make the ½ day workshop cost effective for you)

Workshop briefings for employees or people be appraised:

Duration: Tailorable usually 90 minutes

We can assist you in bring a reinvigorated appraisal system in by delivering briefings either for or with you (train the trainer). We will tailor the briefing to suit your needs. However we'd suggest the following table contains the principles to be discussed and as a structure to follow during the briefing.

LOOKING UP	LOOKING DOWN
<ol style="list-style-type: none"> 1. Tell me what is expected of me 2. Give me the opportunity to perform. 3. Tell me how I am getting on. 4. Give me support and guidance to improve. 5. Tell me how I have performed overall and recognise my contribution and achievements. 6. Ask me how I think I can improve and how I think the company can improve 	<ol style="list-style-type: none"> 1. Organising, planning and agreeing objectives. 2. Delegating and clarifying standards, agreeing measures & review periods. 3. Regular informal reviews. 4. Identifying and satisfying training and development needs, coaching, mentoring and support. 5. Performance appraisal and salary review, career development, motivation and saying thank you. 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 the process and their managers.



Some of our clients for Appraiser skills workshops Our Client



Rainmaker's Activities with them

The whole Company introduced Appraisals for the first time. As they grew they promoted new managers into their leadership team

We ran a 1 day Appraisal skills Workshop for new managers and existing directors

We delivered Employee Briefings in Derby and Essex to introduce appraisals to the employees for this aviation software company based in Tiptree in Essex



We delivered a 1-day Directors Workshop It's aim was a Refresher on Appraisals for Managing Managers and having Performance discussions for this Meat Wholesaler based in Exeter



Delivered Appraisals skills workshops to the to 30 GMs

For this recruitment advertiser based across the UK and Ireland



We aided the HR team to revamp and re-design the Appraisals documentation and process.

Then we delivered Appraisal skills workshops to the managers with the new documentation for this spinal injury charity

Some other Rainmaker Clients





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