

# OUTLINE

## Conducting Effective Performance Reviews

### Lesson 1

#### *Course Overview*

- Learning Objectives
- Personal Objectives

### Lesson 2

#### *Performance Appraisals Done Well*

- What are Performance Appraisals
- Why it is Important
- The importance of building trust

### Lesson 3

#### *Errors We Make*

- Three Slippery Areas

### Lesson 4

#### *Types of Performance Reviews*

- Formal Reviews
- Informal reviews
- Probationary Reviews
- 360 Degree Reviews

## Lesson 5

### *The Performance Management Process*

- The Four-Stage Performance Management Process
- Reviewing Sample of Appraisal

## Lesson 6

### *Goals with SPIRIT*

- Identifying Dreams and Setting Goals
- Setting Short-Term and Long-Term Goals.

## Lesson 7

### *The Performance Management Cycle*

- The Four Phases Management Cycle
- The Basis for Review
- Standard Performance

## Lesson 8

### *Setting Standards*

- Discuss the Importance of Standards

## Lesson 9

### *Creating a Performance Development Plan*

- Components of Performance Development

## Lesson 10

### *Feedback and Communication*

- Basic Feedbacks
- Communication Tips

## Lesson 11

### *Listening Skills*

- Aggressive Behavior
- Manipulative or Passive-Aggressive Behavior
- Passive Behavior
- Assertive Behavior

## Lesson 12

### *Communication Strategies*

- Asking Good Questions
- Probing Techniques
- Body Language

## Lesson 13

### *Giving Feedback*

- The Importance of Feedback
- Six Characteristics of Feedback
- Case Studies

## Lesson 14

### *Accepting Criticism*

- How to Accept Criticism Graciously

## Lesson 15

### *Planning the Interview*

- Things to do Before Delivering Appraisal performance

## Lesson 16

### *The Interview*

- Basic Interview Format
- Preparation

## Lesson 17

### *Goal Setting Role Play*

- Coping Strategies
- Relaxation Techniques

## Lesson 18

### *Providing Feedback*

- Providing Feedback for the Appropriate Situation

## Lesson 19

### *Coaching*

- The Importance of Coaching
- Task Preparation

## Lesson 20

### *Appraisal Preparation*

- Types of Distorted Thinking

## Lesson 21

### *The Interview*

- Concluding Performance Appraisal Process

## Lesson 22

### *Maintaining Performance*

- Maintaining good performance
- How to Modify Work Behavior

## Lesson 23

### *Handling Performance Problems*

- Making Commitment
- Key Action Steps
- Behavior Contracts
- Recognizing Mrs. Stanford

## Lesson 24

### *The Part Where Someone Gets Fired*

- What Steps to Take When Someone Needs to be Let Go
- Role Playing

## Lesson 25

### *Pre-Assignment Review*

- Reviewing your Pre-Assignment and Answer the Following Questions

## Lesson 26

### *Performance Management Checklists*

- The Fundamentals of the Process
- Objectives and Results Checklist
- Support Plan Checklist
- Meeting with Your Employees Checklist
- Ongoing Support and Feedback Checklist
- Performance Interview Checklist

## Lesson 27

### *Workshop Wrap-Up*

- Personal Action Plan
- Recommended Reading List
- Course Evaluation
- General Evaluation
- Final Thoughts