

**Program length:** 8 hours

**Audience:** This program is intended for anyone who conducts performance reviews or gives feedback about employee performance.

**What you will learn:**

- How to enhance employee performance and satisfaction through goal setting and communication
- How to understand the goals of performance reviews and identify fundamental types of appraisal systems
- How to prepare for and conduct performance review meetings
- How to handle performance problems and difficult situations

**Module 1: Foundations for effective performance appraisal and development**

- Pros and cons of your organization's performance review system
- The elements of performance appraisals
- Three approaches to performance reviews
- Selecting the right approach for your organization

**Module 2: Conducting performance reviews**

- Preparing for the performance review meeting
- Conducting the performance review meeting
- Following up after the performance review
- Gaining employee trust and participation
- Practicing the skills

**Module 3: Handling performance problems**

- Defining misconduct
- Dealing with misconduct
- Problems not directly related to performance