

# Performance Appraisals Training (PAT)



**There are two kinds of people in the world. Those who glide through Performance Appraisals and those who just can't bear them...**

If given a choice between a root canal and a performance appraisal, some people would choose the root canal. But why do they need to be so difficult for some people?

There is no doubt that the four main stumbling blocks at performance appraisal time are:

- Lack of preparation
- Lack of confidence
- Lack of skill
- Lack of relevance. A feeling of too much effort for too little return

The PAT program is a metaphoric pat on the back at performance appraisal time. It's divided into two sections. In Part One PAT1 the management group will be trained in conducting best practise appraisals in the morning session. In Part Two PAT2, general staff will learn best practise in participating, asking questions and maximising the performance appraisal in the afternoon. It's a win/win course. Both parties win by conducting and participating in performance appraisals that not only fulfil and meet the organisation's expectations but provide the participants with the skills for making performance appraisals more relevant.

Instead of dreading performance appraisals, they will simply be seen as part of the ongoing relationship between managers and their staff and an easy system to carry out regularly. Both parties will be able to connect the performance appraisal to the bigger picture. By completing the appraisals more diligently (instead of randomly filling in boxes) staff and managers will have the opportunity for meaningful and realistic performance discussions.

## **WHY ARE PERFORMANCE APPRAISALS SO DIFFICULT?**

Here are a few comments we've heard recently on the receiving end:

*"We caught up on the footy results and talked about the draft pick."*

*"I said to my manager that I had a few questions. She replied there wasn't enough time for questions."*

*"I walked in the door, My manager handed me my appraisal and I left. It took about 20 seconds, which was a bit slower than last year."*

*"We randomly ticked off some boxes for performance development and bid each other goodbye."*

*"I have had mine done today!"*

## **Here are a few comments on the delivery side:**

*"Every year HR gives us these forms to fill in and expects us to know what to do."*

*"We spend oodles of time changing the appraisal forms and zero time completing them."*

*"What's the point? We fill in their questions and the silence till the next year is deafening."*

*"It's a 15 page form. Why can't we just talk — it would be far more beneficial."*



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## KEY LEARNING OUTCOMES PAT 1 (FOR MANAGERS)

At the conclusion of this course participants will be able to:

- Plan and structure the performance appraisal
- Conduct a meaningful performance appraisal
- Anticipate struggle points beforehand
- Give positive feedback and ask open questions
- Feel comfortable having difficult discussions
- Paraphrase to check for understanding
- Request and encourage feedback from staff members
- Accurately evaluate performance
- Lead the performance appraisal conversation
- Submit clearer reports

## KEY LEARNING OUTCOMES PAT2 (FOR STAFF)

At the conclusion of this course participants will be able to:

- Plan beforehand what you would like to achieve
- Actively engage with their manager in the performance appraisal process
- Ask for performance feedback and discuss development opportunities
- Provide feedback for their manager
- Demonstrate improvements
- Actively listen without forming judgement
- Reframe any negative feedback as a growth opportunity
- Accurately evaluate their own performance
- Create a positive approach to performance appraisals
- Leave the appraisal on a positive note

## NUTS AND BOLTS

This program can be conducted as in house training at your offices.

### Guidelines

- **Group Size:** An ideal group size is 6 – 10 participants.
- **Venue:** For your convenience, you can choose to conduct this program at your offices. Alternatively, we can provide a training venue at a small additional cost.
- **Duration:** Each course can be tailored to your timeframe. We recommend a half-day course for each group.
- **Cost:** Upon request.

### Look at what you receive within 24 hours at no cost:

- a program outline
- a bio of a proposed trainer
- training cost
- possible training dates (if requested)

