

Evaluating Employee Performance

Objectives

To provide the knowledge and skills required to carry out effective performance evaluations using simple and concrete techniques, and learning how to create a climate of confidence and openness during the performance review process.

Targeted audience

Anyone required to carry out performance reviews.

Prerequisite

None.

Content

- Motivating factors for evaluations: building relationships with employees, creating a development plan for them, evaluating training needs, encouraging employee retention, improving performance, building team spirit, planning for the future
- Preparation: descriptions of tasks to accomplish, profiles of skills to acquire, objectives to meet, criteria for measuring progress, records of interventions with the employee
- Criteria for specifying objectives: positive, specific, timing issues, measurement techniques, realistic
- The review meeting: regular intervals, preparation, targets for development, positive rather than punitive feedback, bidirectional communication, the action plan, follow-up
- Reviewing performance: learn how to speak honestly even if negatively, know what issues to bring up and how and when to discuss them
- The six traps to avoid: false beliefs, friendship, impressions instead of concrete examples, comparisons with colleagues, stressing the quantitative while overlooking attitude and the qualitative, measuring against oneself
- Dealing with unsatisfactory performance: controls, meetings, action plans, follow-up, disciplinary actions
- Model evaluation grids
- Tool kit

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| DURATION | REGULAR FEE | PREFERENTIAL FEE |
|----------|-------------|------------------|
| 1 DAY | 510 \$ | 460 \$ |

DATES*

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| Montreal | September 18 2019 |
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