

# Performance Appraisal/Management Skills

## Course Objective

- Sharpen the skills of appraisers in working out S.M.A.R.T Key Performance Indicators (KPIs) in order to improve employee performance.
- Linking S.M.A.R.T. KPIs to employee Job Descriptions and Performance Factors.
- Working out Company's Minimum Acceptable Standards of Performance for effective evaluation of better work performers and non-performers
- Dos and Don't's in conducting a participative and structured appraisal session

## Target Audience

Supervisors, executives and managers who need to appraise their staff

## Course Outline

- The important link between Performance Management and Performance Appraisal
- What are S.M.A.R.T Key Performance Indicators (KPIs) and how to establish Employers' minimum acceptable standards (MAS)
- Setting numerical/quantitative KPIs using common sample Job Descriptions
- Requirements of an effective appraiser and the deciding factor in the Performance Appraisal Process
- Prepare for Appraisal meeting with appraisee – suggestions for the appraisers
- The Appraisal discussion – opening statements, language styles, gestures etc.
- Common errors in Performance Appraisal
- Discussing Career Path Management
- Moderation & forced ranking - objective and process
- Performance Improvement Plan - Identify improvement needs, agree on development or action plan (Taking care of the weak ones)

## Methodology

Mix of lectures, case studies and group discussions

Please refer to SNEF website for available dates  
Duration : 1 days, 9am to 5pm (7 hours)  
Course Venue : SNEF Corporate Learning Centre

**Register online at SNEF website [www.snef.org.sg](http://www.snef.org.sg)**  
Click on 'Training' and Course Category '**Human Resources/ Industrial Relations**'

## Course Fees

Fees Type	Full Fees (inclusive 7% GST):
Member	\$267.50
Non-member	\$374.50

## Trainer

Ms Linda Ang, Senior IR Consultant (IR Consulting Group). She has a BA from Victoria University in Wellington and an MA from Auckland University

## Enquiries:

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