

The Effective Appraisal

Suitable for any team leader, supervisor or manager who has to carry out appraisal meetings within the workplace in order to increase performance standards and motivation levels

Objectives:

Delegates will be provided with the knowledge and skills required to carry out a motivational two-way meeting. They will also be given an opportunity to practice the skills by way of role-play

Content:

- Understanding reasons and benefits of appraisal
- Preparation for the meeting
- Opening the discussion
- Questioning and listening skills
- Awareness of body language
- Offering motivational feedback
- Agreeing objectives
- Assessing training needs
- Completion of records

Programmes can be tailor-made to your specific requirements.

Course Category

Sales

- o Selling for the non-sales person
- o Pro-active Telephone Selling
- o Gaining Quality Telephone Appointments
- o Maximising Incoming Orders
- o The Principles of Selling
- o Managing and Growing Key Accounts
- o Sales Management
- o Effective Sales Negotiation

Supervision and Management

- o The Effective Supervisor
- o The Motivational Manager
- o Team Leader Development

Communication

- o A Guide to Assertiveness
- o Productive Communication
- o Chairing and Facilitation Techniques
- o Effective Presentation Techniques
- o Negotiation Skills

Self and Team Development

- o Coaching for Success
- o Training the Trainer
- o Instructional Techniques
- o Managing Stress
- o The Power of the Team
- o Effective Goal Setting
- o Professional Customer Care

Skills

- o Internal Customer Care
- o Problem Solving and Decision Making
- o Time Management
- o The Effective Appraisal

Bite Size Training Tasters