



DELIVERING EFFECTIVE APPRAISALS

Course Number	Validity	Duration	Assessment
S1	3 Years	3 Hours	

This course provides managers, team leaders, and supervisors with the knowledge and tools to deliver effective staff supervision and appraisals. Delegates will explore the purpose and structure of appraisals, how to give constructive feedback, and how to overcome common barriers. The session also introduces key communication techniques, conflict resolution strategies, and the Situational Leadership Model. Ideal for those with line management or with supervisory responsibilities in all sectors.

Introduction

- Welcome, aims, and housekeeping

Course Programme

- Understanding supervision and appraisal
- Barriers to effective appraisals
- The feedback sandwich and giving constructive feedback
- Conflict styles and handling challenging conversations
- Communication models and active listening
- The Attitude–Behaviour Cycle
- Situational Leadership and adapting your style
- Preparation and structure for appraisal meetings
- Summary, Q&A, and course evaluation

Suitable for:
Care, Education
and Commercial



"A performance appraisal, also referred to as a performance review, performance evaluation, career development discussion, or employee appraisal, sometimes shortened to "PA", is a periodic and systematic process whereby the performance of an employee is documented and evaluated." Psychology Applied to Work - Howes 2022