

Conducting the Performance Appraisal Discussion

The performance appraisal and the meeting that accompanies it are genuine opportunities for managers to positively affect the performance of their employees. These meetings should include frank yet motivational discussions of and feedback on past activity, ideas for improvement, goals for the future and career path exploration that is realistic and timely. However, few managers are comfortable or skilled at conducting these powerful discussions. Consequently many give them “Short Shrift” or, even worse, avoid them entirely. This training provides the tools and skills for conducting a performance appraisal that is meaningful, effective and purposeful.

Learning Objectives

Upon completion of this training, participants will be able to:

- Utilize a model for the performance appraisal discussion that integrates the employee and their point of view into the process.
- Distinguish behavior from inference and use behaviors as the basis for providing feedback.
- Provide effective feedback to the employee, both reinforcing and corrective.
- Effectively manage defensive reactions to feedback.
- Receive feedback from direct reports in a way that empowers both parties.

About Us

Since 1989, JDA has focused on improving the performance of the world’s top companies. The company’s services span skills-based training, talent management, executive coaching and organizational alignment. Through JDA’s expertise and unique “Performance-Sustaining” process, the company creates more than change—it enables long-term shifts in individuals, teams and performance levels.

Working with business leaders such as Deutsche Bank, Morgan Stanley, Kroger, Kraft, UBS and Roche Pharmaceuticals, JDA has enabled measurable, sustainable improvements to performance across many sectors and success metrics including productivity, communication, morale and sales. For more information, please visit: www.jdainternational.com.