How to Conduct Employee Performance Evaluations

Ensure accurate, productive evaluations

Considering the time they take… the turmoil they often create…and the lack of positive change that often follows, it's easy to see why managers — and staff — dread performance reviews. The fear and loathing many managers feel about giving performance evaluations is second only to the feelings they have about firing someone. What makes performance evaluations so awful? The truth is, they are often seen as…

- Inconsistent
- Inaccurate
- Subjective
- Too time-consuming
- Punitive

It doesn't have to be this way. And it won't be after you start using the strategies you learn in this exceptional one-day seminar for managers and supervisors. The strategies you learn will help you transform your performance evaluation process into the valuable tool you've always wished it could be. Instead of holding performance evaluations because you must, you'll jump eagerly into the process because it delivers so much value to your team.

Benefits of this program:

In one day of fast-paced training you will learn exceptional techniques for evaluating employees and getting them on track for super performance.

- Set performance expectations and prepare for the evaluation in a way that leads to improved performance.
- Provide an objective, accurate assessment of all employees.
- Master the dynamics of giving feedback to staff.
- Follow up and follow through to enhance the value of the evaluation.

Course Objectives:

- Gain critical techniques to ensure accurate performance evaluations that boost morale and productivity
- Create measurable goals and expectations for your team
- Set measurable, meaningful performance expectations
- Provide an objective, accurate assessment that clearly highlights areas for improvement
- Raise the bar for employees who are already productive, and turn things around for struggling staff
- Follow through after the evaluation to ensure progress isn't lost and agreements are kept

In this high-energy course, learn to:

- Avoid the time crunch and paper blizzard that often accompany performance evaluations
- Overcome the evaluation fear factor and create a dynamic, productive process
- Navigate the tricky relationship of raises and performance
- Cover difficult evaluation topics without angering employees
- Create a dialogue with your employees without losing control of the evaluation

Who should attend?

- Managers
- Supervisors
- Team leaders
- Human Resources professionals
- Anyone responsible for evaluating performance

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Program Agenda

Prepare for the evaluation to improve performance

- How to identify and prepare for potential trouble spots
- The role an employee's job description must play in your evaluation
- A plan for developing and scheduling the evaluation — critical steps you must not overlook
- How to know if 360° feedback is right for your organization

Watch for potential trouble spots

- The ironclad "do's and don'ts" when you use a computerized evaluation system
- Can an evaluation ever be successfully delivered online or by phone?
- Effectively — and fairly — evaluate difficult personality types, bad attitudes, and emotional employees
- When should pay raises be part of your evaluation process? Alternative solutions that take the heat off this sensitive subject
- Tips for avoiding legal hot water

Keep it fair

- How to avoid common evaluation missteps even top managers make
- Understand the differences between a traditional and a developmental approach to performance evaluations — which is better for your team?
- Meet employee expectations — what staff members have a right to expect from their evaluations
- Tips to help you avoid the "golden child" and "bad seed" mindsets and evaluate employees on their true performance

When emotions flare...

- The criticism trap: what it is and why you must never go there
- Three ways to neutralize the angry or emotional employee who loses control during the evaluation process
- Steps you can take to create a collaborative, cooperative environment in the evaluation
- Tips to overcome the evaluation fear factor and create a dynamic, productive process

Make it work for the future

- Types of feedback that are guaranteed to encourage and motivate employees to higher levels of achievement
- Tips for turning even the Average Joe performer into a superstar
- Learn a process for keeping employees informed and involved throughout the year so the performance review holds no surprises
- How to be sure you deliver objective feedback focused strictly on performance improvement
- Post-evaluation steps every manager must take to maximize the value of the evaluation
- How and why to write objective documentation following an evaluation
- How to ensure that agreed-upon goals don't fall through the cracks
- How to maintain control and provide continued guidance to the employee who doesn't agree with your evaluation
- What to do with an angry employee who vents to others following the review
- The best ways to recognize and reward employees for a job well done