

„Periodic talks with employees. Developmental assessment talks.”

Course description:

The workshop is aimed at middle managers and senior managers, business owners, HR professionals who want to improve both their knowledge and practical skills of used techniques to lead periodic talks.

During the workshop participants have the opportunity to learn effective techniques used during assessment talks. What is more, through participation and observation of numerous exercises, participants are able to improve their skills to carry out periodic evaluations.

Acquired skills:

- Ability to create a plan of assessment talk
- Ability to ask questions and listen actively
- Ability to provide an effective feedback
- Ability to set goals
- Effective communication in difficult situations
- Knowledge of the most common mistakes during periodic employees' assessment

Training program:

1. Phases of periodic employees' assessment– introduction

- a. Assessment objectives
- b. Assessment regulations
- c. Assessment procedure
- d. Assessment criteria
- e. Assessment techniques

2. Assessment talk

- a. Preparing worker and supervisor for a talk
- b. Course of talk
 - i. Setting the aim of talk
 - ii. Presenting the talk plan – exercise

- iii. Employee self-assessment
- iv. Superior assessment – exercise
- v. Determining future action together with workers
- c. Useful techniques in the process of carrying out periodic talks
 - i. Improving the skills of active listening – exercise
 - ii. Ability to ask questions – exercise
 - iii. Providing an effective feedback – exercise
 - iv. Art of setting and adjusting the aims – exercise

3. The role of communication in the process of assessment talks

- a. Techniques of effective communication – exercise
- b. Assertive communication basis – exercise
- c. Communication in difficult situations – exercise
- d. Understanding and resolving the conflict situations
- e. Role of non-verbal communication
- f. Watching a training film

4. The most common mistakes in assessing

Methodology:

During the training we use the following training methods:

- Presenting materials and techniques by the trainer
- Individual participants work
- Working with the video camera
- Role plays
- Coaching methods of work
- Discussion with participants

Organizational information:

Number of training hours: 12 hours / 2days

Time of training 9:15-15:15

Place of training: Łódź, Piotrkowska 125 – KM Studio - trainings