



# MSPD

CONSULTING . CORPORATE TRAINING . PERSONNEL

*Make your Dreams Come True*

## 2016/17 Course Outline

MSPD Skills Development Programme

### Conducting Effective Performance Reviews (2 days)

**Unit Standards 252034 NQF level-5, 8-credits**

#### Course Outline

- i. The importance of performance appraisals
  - ii. How to avoid stereotyping
  - iii. Developing standards and goals
  - iv. Documenting performance
  - v. Performance feedback and coaching
  - vi. Developing an interview format
  - vii. The appraisal as a two-way process
  - viii. Managing employee performance
  - ix. How to fire someone
- Accepting criticism

