

How to motivate your staff and save £215,750* at the same time because - Yes, it is that time of year again which everyone dreads - Appraisal Time!

All partners and senior managers *recognise* that the appraisal process is the best foundation for the productivity and development of their staff thus ensuring that the firm stays profitable both today and in the future.

However ask those managing staff what they think of the process and the value of the meetings and wait for all the negative comments ranging from - *haven't got time for all of this or it is highly bureaucratic - do we need all these forms?* In practice many people managers see it as another 'to do' list and so it is no wonder that their employees also feel it is a waste of time.

Therefore is it any surprise that appraisal meetings which should be engaging, inspiring, and motivational start off on the wrong footing?

Conservatively speaking, an average 50 person firm which does not value the contribution that a good appraisal process can make could waste over £203,440* in lost time and productivity per year. This does not include the costs of holding the appraisal meetings themselves. Yet a well run appraisal process can motivate staff, can improve productivity and the long term improvement for all by:

- Enabling a strategic and consistent approach for all the firm
- Improving individual performance and productivity
- Increasing motivation for the attendees
- Assisting in the focusing on strengths rather than weaknesses
- Improving the bottom line and reducing wastage costs due to poor morale

So call Ann Page on 0161 243 4384 (mobile 07921540039) today to book your Appraisal Training Programme and start the year with motivated staff who can help to make 2010 the year where appraisals are motivating and save you money!

(* this figure based on costs of the appraisal meeting costs as well as managing low morale and productivity Appraisal meeting costs have been calculated using an average hourly rate of

- £15.50 for support staff
- £100 per hour of the professional partner/lawyer involved

Multiply x 10 for support staff and 40 for fee earners/partners per 2 hour meeting (including preparatory and follow up time) = £12,310.

The lost productivity costs per year are based on wastage *of one hour per day due* to low morale of 50 people per week

- support staff £77.50
- professional staff £500

Multiply x 46 weeks is £203,440.
£12,310 and £203,440 equal £215,750 per annum.)

Conducting Motivating and Effective Appraisal Meetings Programme for Partners and Senior Managers

This training programme consists of 2 parts:

1. a half day training focused on the undertaking of motivating appraisal meetings and communication skills
2. and for those partners/senior managers an opportunity for one to one coaching so that they can address **specific/sensitive** issues that only relate to their department and/or individuals they are about to appraise. (The time allotment for the coaching part of the programme is one and half hours per half days training taken)

Costs are just £650 per programme for up to 10 people.

Learning Objectives

The learning objectives for the half day are to:

- Be fully prepared for each appraisal meeting including SMART objectives and setting focussed outcomes for each meeting to be undertaken
- Understand how to motivate and influence each employee
- Give objective and constructive feedback which the employee can use to improve performance
- Be able to handle difficult behaviour in the meeting effectively
- Listen, ask appropriate questions, receive and deal with feedback
- Enable those managing the appraisal meeting to achieve an ideal outcome including agreeing the next steps the employee needs and wants to take.

Detailed outline of the half day on how to conduct effective and motivating appraisal meetings

The structure of the course is divided into three parts as follows:

1. **Preparation** - which includes
 - the purpose and benefits of the meeting
 - how performance review differs from developing your staff
 - best practice tips for strategic and focussed approach
2. **The Appraisal Meeting** which includes
 - motivational communication skills
 - handling difficult types of behaviour
 - how to give and receive feedback.
3. **Follow up** which includes
 - what happens to Appraisal plans when you don't get the required result
 - coaching and mentoring.