

Mastering Effective Performance Reviews: A 5-Day Course

6 – 10 September 2027
London (UK)

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Why This Course

Performance reviews are a critical part of building a high-performing organization. When done effectively, they provide clarity, strengthen communication, and support employee growth. However, many managers struggle to conduct reviews that are both objective and impactful.

This intensive 5-day program is designed to help managers and HR professionals develop a structured and practical approach to performance management. It focuses on setting clear expectations, delivering meaningful feedback, and creating a culture of continuous improvement. Through hands-on exercises and real-life scenarios, participants will gain the confidence to lead performance discussions that drive results.

What You'll Learn and Practice

By participating in this program, you will:

- Understand the essential elements of an effective performance review process.
- Set clear and measurable goals aligned with business objectives.
- Deliver constructive feedback that supports employee development.
- Address performance challenges with confidence and professionalism.
- Conduct structured and productive performance review discussions.
- Apply best practices in documentation and follow-up.

The Program Flow

Day 1: Foundations of Performance Management

- Understanding performance management principles and frameworks.
- Exploring the full performance review cycle.
- Reviewing legal considerations and best practices.
- Building trust and encouraging open communication.

Day 2: Goal Setting and Performance Standards

- Applying structured goal-setting techniques.
- Aligning individual performance with organizational objectives.
- Defining clear and measurable performance standards.
- Developing effective performance improvement plans.

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A graphic of a chessboard with several chess pieces (a king, a queen, a rook, and a pawn) positioned on it. The board is white and black, and the pieces are gold and silver. The text 'UK Training PARTNER' is overlaid on the right side of the board.

Day 3: Feedback and Communication Skills

- Understanding the principles of effective feedback.
- Practicing active listening and questioning techniques.
- Delivering constructive and balanced feedback.
- Managing difficult conversations with confidence.

Day 4: Conducting the Performance Review

- Preparing effectively for review meetings.
- Structuring performance discussions for clarity and impact.
- Addressing performance gaps and improvement areas.
- Documenting outcomes and agreed actions.

Day 5: Follow-up and Continuous Improvement

- Implementing performance improvement plans.
- Providing ongoing coaching and support.
- Measuring the effectiveness of performance reviews.
- Adapting performance management practices for different work environments.

Individual Impact

- Build confidence in leading performance review conversations.
- Improve communication and feedback delivery skills.
- Strengthen the ability to manage performance objectively.
- Develop a more structured and consistent management approach.

Work Impact

- Improve employee performance and engagement.
- Strengthen alignment between individual and organizational goals.
- Enhance the overall effectiveness of performance management processes.
- Support a culture of accountability and continuous improvement.

Training Methodology

This program combines practical learning with real-world application to ensure lasting impact. Methods include:

- Interactive sessions and guided discussions.
- Role-playing exercises for performance conversations.
- Case studies based on workplace scenarios.
- Group activities focused on feedback and coaching techniques.
- Practical tools and templates for performance management.

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A graphic of a chessboard with several chess pieces. A large gold king piece is prominent in the foreground, with a silver pawn and a silver knight behind it. The board is checkered, and there are concentric circles in the background.

Beyond the Course

By the end of the program, participants will be able to:

- Conduct structured and effective performance reviews with confidence.
- Set meaningful goals and clear performance expectations.
- Provide constructive feedback that drives improvement.
- Foster a culture of continuous performance development within their teams.

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