

# Competency-Based Performance Appraisal and Evaluation for Performance Improvement

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## OVERVIEW

In today's dynamic and competitive business environment, it is of paramount importance for supervisors and managers to acquire competency in effective performance appraisal and practice coaching skills during an appraisal interview, with the aim to get the most out of their pool of human capital.

Given a positive emotional support environment, individuals will be able to perform at an optimal level either in a normal circumstance or during a trying time.

## OBJECTIVE

- Understand the competency-based performance appraisal system
- Learn the objectives and pitfalls of appraisal
- Appreciate the importance of performance goal setting and performance evaluation
- Differentiate between performance appraisal and performance management
- Conduct a performance evaluation and a review discussion
- Cultivate a learning environment
- Learn the skills required in the coaching process for continual performance improvement



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