



# Performance Review Training Course Brochure

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1 Day Practical Workshop



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# The Right Fit.....For You

**Managers and Team Leaders have a significant effect on the sustainability of improvements made in the workplace. This Performance Review course has been designed to give you the skills you need to help your team work more effectively.**

Our practical, one-day **Performance Review** course examines the key aspects of performance review and provides practical guidance on **how to take a holistic approach to improving the performance of staff.**

Course topics include the **dynamics of teams**, factors involved in building a strong team, **managing different personality styles** within a team, communicating effectively and **how to support individual team members.**

During the course you will **discover your individual leadership style** and identify key areas to work on to develop your abilities.

All of our courses place a **strong emphasis on employee engagement.** At the end of the course each learner will have a better awareness of themselves, their work environment and their team. They will have **identified their management style and key areas to work on** to become a more effective manager.

*"Everyone thought Andrew was great and the course really developed their skills as internal trainers."*

**Dearbhla Casey, HR Manager, Irish Country Meats**



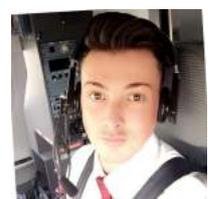
*"We are all very happy with the training carried out last week & will definitely be in contact in the future"*

**Aoife O'Rourke, Key Account Manager, Tool & Plastic**



*"Great exercises, very relaxed and great models to explain, learning process and delivery of the information."*

**Jonathan Latimer, Fleet Training Instructor, City Jet**





# Why Choose DCM Learning

At DCM Learning we have a strong culture of working in long-term relationships with our clients. Although it's a bit of a cliché, we strongly believe that our client relationships are partnerships and that's the best way for our clients to get the best results.

## Specific reasons to choose DCM:



**Support:** 15 full-time training consultants plus support staff (21 in total). We are large enough to be well resourced but small enough to care.



**Experienced:** We have many years' experience providing customised training programmes for small and large companies. Last year, we delivered onsite training with 521 companies.



**Excellent Trainers:** Our trainers combine professional training know-how with relevant experience in their chosen training field



**Quality Assured Training:** Make sure you Safeguard Your Training Investment. DCM offer courses accredited by the following national and international certification bodies.



## You're in Good Company

We work with small and large companies, individuals, Government Agencies, Universities and blue chip companies such as Google, AIG, Glaxo Smith Kline, and Symantec, so you can have confidence in our ability to deliver the results you want to achieve.





# Performance Review Training

## COURSE OVERVIEW

This practical, one-day course examines the key aspects of performance review and provides practical guidance on how to take a holistic approach to improving the performance of staff.

Course topics include the dynamics of teams, factors involved in building a strong team, managing different personality styles within a team, communicating effectively and how to support individual team members.

We can also set actionable exercises for learners following each session to allow them to put the skills they have learned into practice back on the job.

## LEARNING OUTCOMES

By the end of the programme each learner will:

- Understand their role as a motivator and reviewer
- Have gained valuable ideas on how to improve the performance of their team
- Have the skills needed to monitor and evaluate performance on an on-going basis
- Understand the critical role communication skills will play in building and maintaining a team atmosphere
- Have a clear strategy for handling under-performers
- Have a personal action plan to apply learning back on the job

Below you will find a proposed course outline detailing all the topics covered on the training programme.



# Course Content

## TOPIC 1: AN INTRODUCTION

- The purpose and benefits of appraisals
- The role of the Appraiser and the Manager
- The barriers to effective appraisals

## TOPIC 2: PREPARING FOR THE REVIEW

- Information gathering – previous appraisals/managers input etc.
- The appraisal plan
- Importance of giving notice; fairness; equality;
- Candidate Rating Pitfalls – Halo-Effect; Negative Effect; Central Tendency; etc.
- Setting SMART goals

## TOPIC 3: CONDUCTING THE REVIEW MEETING

- Establishing an open, honest & participative discussion
- Communication Skills - Active Listening/Body Language/Para-language
- Controlling the meeting with effective questioning
- Gaining agreement and commitment on objectives and goals
- Documenting outcomes and follow up

## TOPIC 4: HANDLING DIFFICULT/ AWKWARD APPRAISALS

- Understanding different personality types
- Engaging the professional brain rather than the emotive brain
- Strategy for managing the conversation – T.A.L.K (Take Charge, Affirm, Listen, Keep Respect in Mind)
- Hot phrases and words to avoid



## Brendan Murphy

### Training Associate

Brendan is an accomplished training consultant with a thoughtful and thought-provoking approach, yet he is entertaining and engaging. He has long experience of group facilitation in a variety of settings with a knack for individual performance improvement.

Brendan brings his vibrant enthusiasm for training to every course he delivers. His resulting style is participative and inclusive, which empowers learners to develop their skills and achieve great results from training.

Some of the areas Brendan specialises in are: Communications, Effective Writing Skills, Public Speaking, Management and Minute Taking.

Some of Brendan's qualifications include:

- FETAC Level 6 Train the Trainer with Distinction
- Diploma in Business & Executive Coaching, Smurfit Business School
- Higher Diploma in Education, St. Patrick's College, Maynooth
- BA in English and Theology, St. Patrick's College, Maynooth

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*"Many thanks for this and for your excellent facilitation of the session. My colleagues and I were very pleased with the programme and several of them asked me to commend you for the way in which you managed the morning."*

Graeme M. Warren, Head of School of Archaeology, UCD





## Andrew Woods

### Training Associate

Andrew is a Trainer, Consultant and Executive Coach with expertise built through a 20-year successful track record in Leadership, Team Development, Communication Impact and Customer Service Excellence. He is dedicated to providing impactful and sustainable workplace learning by creating authentic and practical learning experiences for clients. He is an Executive / Team Coach and Business Mentor for any size organisation.

His senior management career background provides a solid platform for all his interventions. He is a natural communicator who imparts his knowledge with humor and enthusiasm, encouraging and supporting individuals, teams and organisations to excel.

He has accumulated a wealth of business knowledge and experience across many sectors in local and international markets and has successfully delivered projects and interventions on 4 continents including UK, Australia, New Zealand, USA, Germany, South Africa and Ireland.

Some of Andrew's qualifications and affiliations include:

- A member of the IITD and ICF, he has an advanced qualification in Executive and Career
- Coaching through the Irish Life Coach Institute.
- Belbin (team type) Accredited

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*"I just wanted to say thank you to Andrew for delivering a fantastic training course to the team over the past two days. The feedback has been extremely positive, you have really got the team thinking about our current business processes and how we can improve them! Hope to see you again in the near future!"*

Niamh McCarthy, HR Manager, Spearline





# Inhouse Training, One Size Doesn't Fit All.

**Does your team need training? DCM Learning has a full range of training courses and qualifications available for your team and company, in-house or off-site.**

Based on your requirements, we will develop a custom-made training programme and deliver it specifically for your employees in a chosen location - giving them the exact skills and knowledge they need whilst saving on venue hire, travel, time and associated expenses.

Each daily session will be delivered onsite at a location of your choosing over a 7-hour period. We are flexible on group size, but for group sessions we would recommend a maximum of 15 people to allow for the more interactive elements of the course.

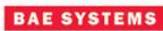
Below is an overview of our Inhouse Training Delivery and Costs:

Details	1 Day Training	2 to 5 Days Training	6+ Days Training
<b>Cost</b>	€1,095 per day	€995 per day	€895 per day
<b>Materials</b>	Included	Included	Included
<b>Travel Expenses</b>	Included	Included	Included
<b>Areas Covered</b>	All Counties	All Counties	All Counties
<b>Customisation</b>	Course Customised	Course Customised	Course Customised
<b>Survey</b>	Pre & Post Course Survey	Pre & Post Course Survey	Pre & Post Course Survey
<b>Account Management</b>		Dedicated Account Manager	Dedicated Account Manager
<b>Free Public Course</b>		1 Free Place	3 Free Places
<b>Public Course Discount</b>		15%	25%



# Who We Work With

We train organisations of all shapes and sizes, from small businesses up to global enterprises. But we never forget that every individual matters, and we make sure that every learner gets what they need to reach their potential.





**Set your career on the  
right course**

**DUBLIN**

☎ 01 5241338  
✉ [dublin@dcmlearning.ie](mailto:dublin@dcmlearning.ie)  
📍 Guinness Enterprise  
Centre

**CORK**

☎ 021 2429691  
✉ [cork@dcmlearning.ie](mailto:cork@dcmlearning.ie)  
📍 Atrium Business Centre  
Blackpool Business Park

**DROGHEDA**

☎ 041 9865679  
✉ [drogheda@dcmlearning.ie](mailto:drogheda@dcmlearning.ie)  
📍 24 Laurence Street  
Co. Louth