



London TDM

# Administration and Office Management Training Courses

**Course Venue:** Malaysia - Kuala Lumpur

**Course Date:** From 21 June 2026 To 25 June 2026

**Course Place:** Royale Chulan Hotel

**Course Fees:** 6,000 USD

## Introduction

Performance appraisal is a crucial component of human resource management that involves evaluating employee performance. This course is tailored for administrative professionals who wish to enhance their understanding of performance appraisal techniques, tools, and strategies. Over the course of five days, participants will delve into various aspects of performance appraisal, from setting objectives to providing feedback and implementing improvement plans.

- Understand the purpose and importance of performance appraisals in administrative roles.
- Learn how to set clear and achievable performance goals.
- Develop skills to conduct effective appraisal meetings and communicate feedback constructively.
- Explore various appraisal methods and tools suited for administrative positions.
- Gain insights into creating improvement plans and fostering professional development.

## Course Outlines

### Day 1: Understanding Performance Appraisal

- Introduction to performance appraisal concepts and definitions.
- The role of performance appraisal in administrative roles.
- Benefits and challenges of performance appraisals.
- Legal and ethical considerations in appraisals.
- Current trends and future directions in performance appraisal.

### Day 2: Setting Objectives and Standards

- Identifying key performance indicators for admin roles.
- Developing SMART objectives and performance standards.
- Aligning individual objectives with organizational goals.
- Cascading goals from management to administrative staff.
- Documenting performance expectations and standards clearly.

### Day 3: Appraisal Methods and Tools

- An overview of traditional and modern appraisal methods.
- Exploring 360-degree feedback for administrative roles.
- Using technology and software for performance measurement.
- Creating rating scales and checklists specific to admin tasks.
- Pros and cons of self-assessment and peer reviews.

### Day 4: Conducting Appraisal Meetings

- Preparing for an effective performance appraisal meeting.
- Techniques for providing constructive feedback.
- Managing difficult conversations and handling conflicts.
- Encouraging open dialogue and employee participation.
- Documenting the meeting and follow-up actions.

### Day 5: Implementing Improvement Plans

- Designing personalized development plans for staff improvement.
- Identifying training needs and opportunities for growth.
- Monitoring progress and measuring the impact of appraisals.
- Continuous performance management and coaching.
- Reviewing and revising performance appraisal systems.