

Leadership & Management Development



3.11 Managing Effective Performance Reviews

The programmes within this Management and Leadership pillar are not “off-the-shelf” courses. They are designed as a menu of development options that can be combined, adapted and shaped to reflect what is really happening in the day-to-day reality of managing people and performance. What is often framed as a need to “upskill managers” typically reveals a deeper challenge – clarity of role, consistency of behaviour, confidence in decision-making or the ability to lead through uncertainty.

These outlines are therefore best read as catalysts for discussion – prompts to help you reflect on how management is currently experienced across your organisation and what kind of development will genuinely change how people lead, support and hold others to account. In practice, the most effective solutions often draw on complementary elements from across our other pillars – Communication, Personal Development, Business Development and Senior-Level Leadership and Talent Development. Every intervention we deliver is built in partnership with you, around your culture, your people and the outcomes you need to achieve.

Course Overview

Performance reviews are an essential part of supporting employee development and strengthening workplace performance. This practical one-day programme equips leaders with the skills to conduct constructive review discussions that improve clarity, accountability and motivation.

Participants will learn effective feedback approaches, how to set SMART goals and how to guide performance conversations that encourage capability and improvement.

Who Should Attend

For managers and supervisors responsible for:

- Conducting performance reviews
- Setting goals and providing feedback
- Supporting development and accountability

Relevant to leaders at all levels overseeing employee performance.

Context

Performance conversations guide growth, reinforce expectations and build accountability. When reviews feel uncomfortable or unclear, engagement drops and improvement stalls. Leaders need confidence to provide balanced feedback, consider individual motivation and support ongoing development.

At Expleo we help managers build the communication skills and discipline that make performance reviews meaningful. This programme strengthens the ability to set objectives, review progress and ensure feedback leads to tangible, positive change.

How Certification is Earned

Upon successful completion of this course, participants will be awarded a certificate of attendance from Expleo Academy.

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Course Objectives

By the end of this programme participants will be able to:

- Explain the value of performance reviews in developing performance
- Structure review conversations to encourage positive outcomes
- Provide fair, specific and actionable feedback
- Apply SMART goal-setting techniques
- Address performance concerns with confidence and sensitivity
- Reinforce a culture of continuous improvement and development

Course Outline

1. Purpose and Practice of Performance Reviews

- Benefits for employees, leaders and the organisation
- Linking reviews with expectations and engagement

2. Preparing for Performance Conversations

- Structuring reviews clearly
- Gathering evidence and eliminating bias

3. High-Quality Feedback Techniques

- Motivating constructive improvement
- Feedback language and timing for impact

4. Setting SMART Goals

- Aligning employee objectives with business priorities
- Supporting accountability and progress

5. Addressing Challenging Discussions

- Managing defensiveness and emotional responses
- Encouraging solutions and shared understanding

6. Ongoing Performance Development

- Reinforcing improvement year-round
- Creating a coaching-focused environment

Training Methodology

Practical and supportive learning approach including:

- Scenario-based conversation practice
- Group discussion and shared workplace examples
- Facilitated feedback and capability building
- Tools for immediate use in performance reviews

Participants leave with structured methods to improve performance conversations and employee development outcomes.

Contact

Patricia McGuire

Director Expleo Academy

Expleo Technology Ireland Ltd

M. +353 (0)87 235 5902

W. expleoacademy.com

pat.mcguire@expleogroup.com

academy-uki@expleogroup.com