

How to implement an effective performance review process.



Who's Afraid Of Performance Reviews?

Our experience suggests that not many firms get the most out of the performance review process. One of the major reasons for this is that principals, partners, team leaders and staff are afraid of the process. No-one likes confrontation. No-one likes to be told they could be doing a better job.

The chances are high that you already have a review process in place, but it is not really working. You don't get the feedback you want from your staff and they are not engaged in the process.

This CD-ROM-based program is designed and essential for principals, partners, team leaders and other team members involved in coaching and mentoring staff.

The program will:

- Explain the value of formal reviews in the context of training and professional development.
- Show you how to conduct meaningful reviews by following a specific 7-step process Address common causes of conflict.
- Explain how to assess performance against agreed criteria.
- Discuss how to effectively manage poor work performance in team members.
- Use real life examples directly related to the accounting team environment.

The key outcome of this program is that you will be able to develop a formal review process that adds real value to the firm. It will be seen as a positive and beneficial experience for all staff.

The powerpoint audio presentation runs for 40 minutes. A summary PowerPoint slide show and pdf is provided with the presentation and outlines the key messages discussed.

This program is available for just \$275 including GST.

For more information, visit www.trainingbeyondaccounting.com.au
or call us directly on 1300 883 789

Contact us about the other training programs we provide to help firms service their clients more effectively

Ph 1300 883 789

Take Control of Your Time – Create more time to grow your firm

Visit www.bizaptitude.com.au for our comprehensive time management program designed specifically for accounting firm. Train your team in your own office using this unique CD-ROM based program.

Our other CD-ROM based programs for accounting firms:

How to resolve conflict in your firm.

Principles of effective delegation.

Using administrative staff to create more capacity.

Effective task management

Effective recruitment and selection strategies.

A proactive approach to workflow.

Dealing with interruptions.

Managing client expectations.

How to implement an effective performance review process.



The program presenters, Tao de Haas and Dorothy Crosby, both have significant experience advising accounting firms on team and personal development issues.

Tao has a Masters degree in social ecology and specialises in emotional intelligence, communication and leadership training. He is a qualified and registered psychotherapist and has presented at numerous conferences and training programs run by the Institute of Chartered Accountants.

Dorothy is an experienced consultant who has worked directly with accounting firms over the past 10 years. Dorothy is truly a driver of effective change in accounting firms. She knows and understands the challenges and roadblocks accounting firms face in relation to team development and client management. Dorothy works directly with many small and large accounting firms to achieve lasting change.

Order Form for 'Performance Review' CD-ROM Program

Fee: \$275 including GST

Simply complete this form and fax to 02-9904 8306
or mail to Business Aptitude, PO Box 700 Chatswood NSW 2057.
A receipt will be provided as confirmation of payment.

Name		Firm	
Postal address			
Email		Phone	

Credit Card No	
Exp Date	
Name on card	
Signature	

Contact Dorothy Crosby from Business Aptitude on 1300 883 789 for further information on this and other training courses for accountants.

Key topics discussed in this program include:

How to clarify and confirm roles and responsibilities.

Set relevant goals and measurement criteria.

The role of formal reviews as part of coaching and mentoring.

The 7 steps to implementing an effective formal review process.

How to identify training and development needs in your staff.

Recognise and deal with poor performance effectively.

Feedback from other programs:

I'm very excited – this is exactly what we need and will be the best money I have spent.

Received many good ideas of how to improve my role as client manager. Not just theory.

Very good that it was addressed specifically to accountants.