

SUPERVISION AND APPRAISAL



Product Syllabus:

- Purpose of supervision and appraisal
- Being clear about what you're doing
- Should it be formal or informal?
- Group supervision
- Feeling appreciated
- Empowerment
- Bias
- Confidentiality
- How appraisal affects people
- The "10 Part Plan"
- The right culture
- Support
- Job descriptions
- Acknowledging mistakes
- Effective planning
- Privacy
- Four stages of supervision and appraisal
- How long should it take?
- Benefits of supervision
- Downsides of poor supervision
- Setting realistic objectives
- Supervision and appraisal differences
- Appraisals and pay awards
- Home carer issues
- Volunteers
- Feedback
- Listening
- Open questions
- Probing skills
- Praise
- Positive criticism
- Supervise or discipline?
- Defence mechanisms
- Blocks and barriers
- Managing change