Soft skills

Assessing Skills and Potential: The Appraisal Interview

One day to prepare and run an appraisal interview that is useful to the team member and to the company. Review of objectives, assessment of skills based on facts, spotting potential, training needs and objectives for the coming year: each step is worked with your own interview form and cases drawn from production, logistics and sales functions.

Duration : 1 day

Objectives

1. Explain the purposes of the appraisal interview and its place in skills management
2. Assess skills from observed facts rather than impressions
3. Distinguish current performance from potential, and spot signs of capacity to grow
4. Run the interview while leaving real room for the team member's self-assessment
5. Document objectives, training needs and career wishes in the company's form

Programme

Day 1 — morning

• What the appraisal interview is for: the team member, the manager, the company

• Preparing: re-reading the year, gathering facts, inviting the team member to self-assess

• Assessing a skill: levels, observable criteria, dated examples

• Performance and potential: the two-axis matrix and its limits

• Exercise: assessing a team member from a file of facts

Day 1 — afternoon (workshop)

• The run order: review, skills, objectives, development, the team member's input

• Delicate situations: disagreement over the assessment, a demotivated team member, expectation of promotion

• Assessment biases: halo effect, leniency, weight of the latest event, comparison between colleagues

• General principles to respect: objectivity, confidentiality, non-discrimination, consistency with your HR policy

• Workshop: simulated interviews with your interview form, then knowledge test

Teaching methods

• Work on your own annual interview form or, failing that, on a template provided

• Cases built from files of facts: dock supervisor, laboratory technician, field salesperson

• Simulated interviews in groups of three and debrief against a grid

• Exercise on spotting assessment biases

• Option to involve HR to harmonise rating practices

Assessment and documents

Knowledge test and a simulated appraisal interview, observed against a grid. Follow-up evaluation at D+1; numbered certificate verifiable online for each participant, training report for the company.

Bilingual materials for every participant; each classroom course comes with its digital twin on OmniLearn.

Good to know

Setting the next year's objectives is covered in more depth in "Setting Objectives and Measuring Team Performance". To develop the skills identified, see "Developing Your Team's Skills: Manager-Coach".

Practical information

Duration	1 day
Audience	Managers, department heads, team leaders, HR functions
Prerequisites	Having team members to assess
Group size	Groups of 6 to 12 participants, in-company
Format	In-company, face to face on your site
Language	French, Darija or English; bilingual materials
Funding	OFPPT special training contracts (TFP), GIAC, Maroc PME: we prepare the applications with you, at no extra cost.
Programme customisation	Programme adapted to your procedures, your equipment and your audience

Frequently asked questions

Do we need an interview form?

No. If your company has one, the training uses it and can suggest improvements. Otherwise a template is provided and adapted during the workshop.

Does the interview deal with pay or promotions?

The training is about assessing skills and potential. Pay or promotion decisions follow your HR policy; the day shows how to respond to a team member's expectation without making commitments outside your role.

What is the legal framework?

The training recalls general principles of Moroccan labour law and good practice: objectivity, non-discrimination, confidentiality of information. Rules specific to your company are validated with your HR function.

How does it differ from "Conducting a Corrective Meeting"?

The appraisal interview is a periodic, comprehensive review: results, skills, potential, development. A corrective meeting deals with a specific lapse, at the moment it occurs.