

## APPRAISAL GUIDELINES

The purpose of the appraisal system is to have individual meetings with the salon team to see how they are progressing within the salon. It is one of the occasions that you will have one on one time with your team to focus on their performance alone.

### Frequency

Appraisals should take place at least twice a year and before wage reviews.

### Guidelines

- Give your team prior notice of their appraisal time and the appraisal form so they can prepare accordingly. This way any issues they have can be discussed during the appraisal.
- Choose a neutral, private venue, not the staff room where others may hear.
- Make sure there are no interruptions i.e., phone calls, staff visits etc. as this makes the appraisal fragmented and often disrupts important points that need to be discussed.
- Allow 30-45 minutes for each staff member. If the appraisal is rushed your staff will feel that they did not have quality time with you, or the 'real' issues are avoided.
- Collate current goals sheets, training reports and past appraisals so you have a benchmark to work from

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- Your role is to ask questions but to predominantly be a listener – you want to hear how they feel about their development. Encourage them to do most of the speaking. If you dominate the discussion it will be seen as a management exercise rather than their opportunity to ask for help in developing themselves in the future.
- Appraisals should not be used as disciplinary meetings or to discuss wage reviews. On both of these occasions a separate meeting specifically to discuss these issues should be held.
- Appraisals should be kept as positive as possible, and your team should leave feeling very happy to be working with the salon but take responsibility to improve them in the future.

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