



## What is Performance Management?

**Performance management** is designed to enhance workplace efficiency, align employee goals with the organization's objectives, and ensure success.



**93%** of organizations conduct employee performance reviews, with **71%** of them conducting annual performance reviews.

It includes several critical components:

-  **Planning:** Establishing clear, achievable objectives.
-  **Monitoring:** Regularly checking progress toward these goals.
-  **Developing:** Offering training and development opportunities to improve skills.
-  **Rating:** Evaluating employee performance formally.
-  **Rewarding:** Recognizing and rewarding outstanding performance.

Within the framework of performance management, managers have several important roles:

- ✓ **Coaches:** Guide employees and tackle challenges.
- ✓ **Facilitators:** Supply resources and opportunities.
- ✓ **Evaluators:** Review performance and offer feedback.

## Why Every Organization Needs It?

Every organization needs performance management to:

**Set Clear Expectations:** Define success in each role, removing ambiguity.

**Monitor Progress:** Regularly review performance to ensure alignment with goals.



**Motivate and Engage:** Recognize achievements to boost morale and involvement.

## Set Clear Performance Objectives

To shape a comprehensive objective, consider the following steps:

- Establish specific outcomes for each role.
- Divide larger goals into manageable tasks.
- Match objectives with job responsibilities.
- Encourage objectives that promote development.
- Involve employees in setting their goals.



## Use Key Performance Indications (KPIs)

### What Are KPIs?

They are specific, measurable indicators of a company's performance levels against its objectives.

Metrics + Alignment + Target + Monitoring

**Metrics:** Tailored, quantifiable measures for performance assessment.

**Alignment:** KPIs reflect and support business strategies and goals.

**Targets:** Set benchmarks and clear, attainable goals for KPIs.

**Monitoring:** Track regularly, review, and adjust KPIs as needed.

## Balance Quantitative and Qualitative Assessments

Combining quantitative metrics and qualitative feedback ensures a thorough performance evaluation.

### Quantitative Assessments

- ✓ Set specific, measurable KPIs.
- ✓ Benchmark against industry standards.
- ✓ Regularly track and review metrics.

### Qualitative Assessments

- ✓ Use forms for consistent feedback.
- ✓ Gather diverse feedback sources.
- ✓ Encourage personal performance reviews.

## Effective Feedback Techniques

Effective feedback strategies include:

### Sandwich Feedback

**Method:** Begin with praise, offer constructive criticism, conclude positively.



**BIC Model:** Detail behavior, its effects, and recommend changes.

**Regular, Informal Feedback:** Provide casual, timely feedback to encourage dialogue.

**Real-Time Feedback:** Offer instant feedback for quick improvements.

## Common Challenges and Solutions

Understanding and addressing these performance management challenges can lead to more effective and positive outcomes.

Here are some common issues along with strategies to overcome them:

### Resistance to Change

- Address fears with open communication, involve employees, and offer support.
- Show benefits of new methods, emphasizing improvements.
- Educate on changes' positive impacts to boost engagement.



### Maintaining Objectivity



- Use varied sources and clear criteria to reduce biases.
- Implement bias training and maintain fairness in evaluations.

### Handling Difficult Conversations

- Prepare, communicate with kindness and clarity, and address specific issues.
- Work with the employee to find and apply effective solutions.



## Create a Performance Development Plan

A **Performance Development Plan (PDP)** is a roadmap for employee improvement, detailing goals, actions, and required skills for growth.

Here's how you can craft one that's both encouraging and effective.

- 01 | Align goals with company objectives, focusing on improvement areas.
- 02 | Identify necessary technical and soft skills for each objective.
- 03 | Outline specific actions for skill enhancement, like enrolling in courses.
- 04 | Establish a clear timeline with progress checkpoints.
- 05 | Decide on metrics for measuring progress, such as feedback.
- 06 | Ensure access to supportive resources like courses and materials.

## Create a Culture of Continuous Improvement

Work on making a place where small day-to-day betterments lead to big success over time:

- ✓ Embrace Growth: Encourage learning from mistakes and celebrating progress.
- ✓ Open Communication: Establish feedback channels and regular reviews.
- ✓ Professional Development: Provide learning resources and support career growth.

## Align Individual Goals with Organizational Vision

Making sure everyone's personal goals fit well with the company's big goals is key to success.

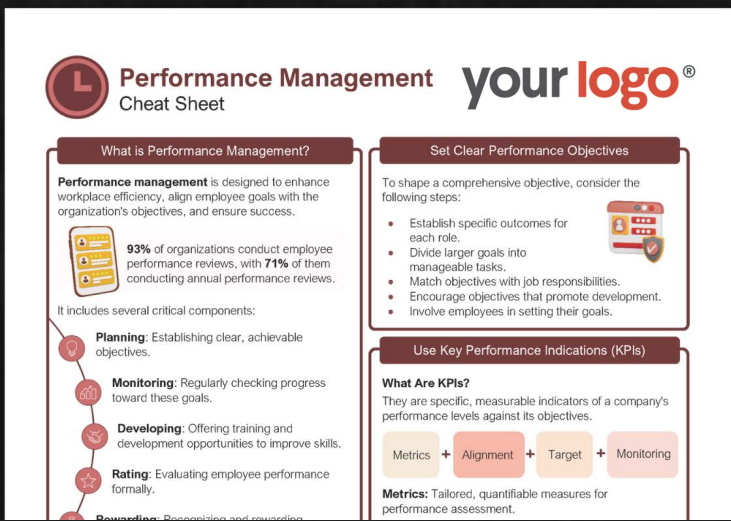


- **Explain Goals:** Detail company objectives and everyone's part.
- **Align Goals:** Guide personal goals to fit company needs.
- **Combine Ambitions:** Link individual growth with company success, reward contributions.
- **Track and Celebrate:** Review progress and acknowledge achievements.

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



### Compliance & Safety

- Active Shooter
- Discrimination
- Harassment
- Safety
- Security

### Diversity & Citizenship

- Bias
- Diversity
- U.S. Citizenship

## Fewer Tools. Lower Costs. Smarter Training.

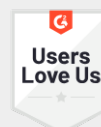
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