## Performance Management

# What Is The Performance Mgt System

- Method of recognising performance
- A consistent way of giving 2 way feedback
- Provides developmental opportunities
  - Personally
  - Professionally
- Enables the business to set expectations
- Sets and creates benchmarks
- Allows scorecard tracking

#### Performance Mgt Cycle Clarifying expectations and **Planning** standards, Job Descriptions, setting goals, and creating development plans. Meeting with the Observing and employee to discuss documenting performance and the performance, performance review **Performance Mgt** Holding tracking progress document, and **Monitoring** toward goals, and **System Review** planning for the next review period by monitoring working together to implementation of create development development plans. plans and set goals. Giving regular performance feedback, involving Feedback & employees in solving Coaching performance problems, and helping employees develop new competencies or strengthen existing ones. A Robertson Planning 2006

### Performance Mgt Process

- Annual Review each year
- Quarterly reviews to provide feedback
- Reviews can be combination of
  - Self assessment
  - Manager input
- Future goals to be set
- Development plan created

#### What is in the review process

- Assessment of performance in
  - Competencies (Where Appropriate)
    - Communication
    - Co-operation
    - Customer Service
    - Dependability
    - Job Knowledge
    - Judgment
    - Problem solving
    - Quality
    - Quantity
    - Sales

#### What is in the review process Cont.

- Assessment of
  - Current Goals
- Establishing Future goals for next Period
- Creating a development plan

#### What is outcome of Review

- A review document detailing all aspects of review
- Development plan that the business will support
- Reward & Recognition
- Performance based Remuneration
- Electronic based documentation

#### Features

- Job Descriptions
  - Job Library
  - Competency based
  - Customisation
  - Electronic
  - Exportable to other formats
  - Interview templates
  - Report Capability

#### **Features**

#### Performance Review

- Competency based
- Customised Weighting scales
- Goal/KPI/Scorecard tracking
- Future Goal setting
- Development Planning
- Summary Reporting
- Electronic
- Automated reminders
- Performance Manager Feature-Electronic Tracking

#### Next Steps

- Review Current system
- Clarify Requirements
- Assess suitability of tools
- Prepare Recommendations
- Conduct Trial/Detailed Demonstration
- Establish Implementation Plan & Timetable