

Performance

Understanding the Link between Individual and Organisational Performance

High Performance Working (HPW)

The best practices of HPW help:

Organisation performance



Attract and retain talent



Engage employees



Promote creativity



Embrace change

Evaluating Benefits of HPW

HPW's lowers staff turnover, increase sales, increases market value and increases profit.



Performance Management Cycle



Performance management is a continuous cycle. It starts by looking at the strategic goals of the organisation which leads to the goals of the department. Individual goals and their development can then be agreed. Plans are then made by the manager and individual to monitor their performance both formally and informally.

Key Skills of the Line Manager

**Ask
Appropriate
Questions**

**Active
Listening**

**Providing
constructive
feedback**