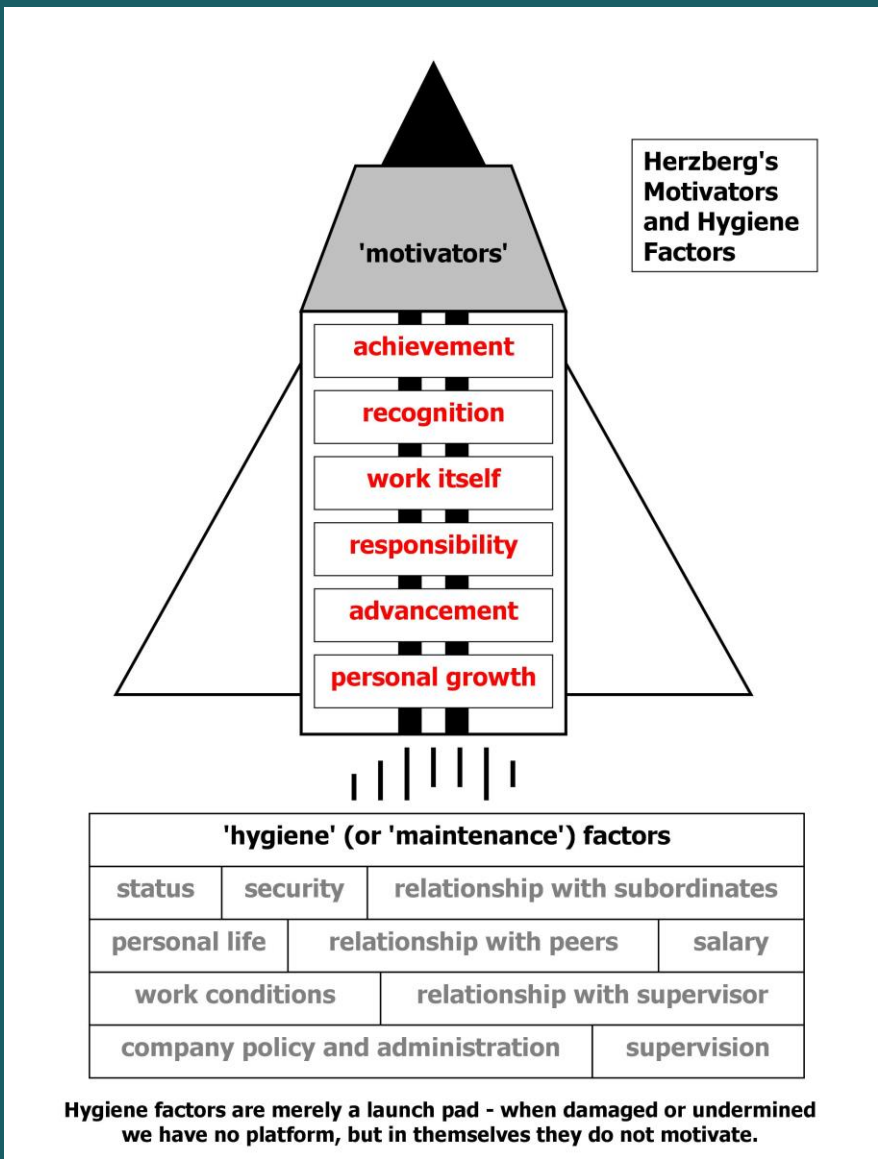


High Performance Working and Performance Management

Business Dictionary (2020) suggests performance is related to the work activities carried out by employees and assessing how well these activities have been carried out

Employee Engagement

Herzberg's studies - hygiene factors and motivators.



Maslow's Hierarchy of Needs



Maslow suggested five hierarchies, or levels of needs. Individuals unsatisfied needs become a motivating factor.

Frederick Taylor believed that employees were motivated by money.



Performance Management Cycle



Performance management takes the form of a continuous self-renewing cycle (Armstrong, 2009)

Plan	Agreeing objectives and identifying organisational requirements.
Act	Carrying out the work required to achieve objectives
Monitor	Checking on progress in achieving objectives
Review	Assessment of progress and achievements

Performance Management Systems

Appraisals



Drucker's SMART Objectives



Balanced Scorecard

360° Feedback



Technological Changes



Baker's 'Five Conversations Framework' - five separate conversations each six months.

Line Management



Delegating and allocating work



Daily communication



Key HR policies and procedures, are accessible and communicated

Line manager has the greatest impact on the motivation and performance of employees

Employee Wellbeing

Key driver in improving company culture

The way people feel about their lives, including their job and relationships

The wellbeing on one employee, can have a knock-on effect on other employees performance



Signposting employees to Occupational Health Services/ Counselling

