



HOW TO MANAGE PERFORMANCE

This handy guide has been put together as a reminder for line managers on tackling performance management. A step-by-step guide of the performance management cycle and how to do this effectively within your organisation.

What is performance management?

It's a set of practices put in place in order to reach organisational objectives. It's all about monitoring and maintaining high performance levels.



Development

Reviewing performance is the chance to develop and enhance employee skills. Introducing a personal development plan will allow staff to show you where they want to improve on. This will improve performance.



Objective Standards

When setting employees objectives try to stick to the SMART model:

S – Make it specific in order to be effective.

M – Ensure the objective can be measured and later evaluated.

A – The objective must be attainable within a certain timeframe.

Relevant – To the role and to the business.

T – Set a deadline and something to work towards.



Positive feedback

As it stands, most feedback is 80% negative and 20% positive. Some receive no feedback at all. Constructive feedback is essential, and we must get the balance right.



Proof that it works?

Formal appraisals are also called evaluations or reviews.

Organisations are 23% more productive on average when using them.

Targets, incentives and monitoring.

Usually has a positive influence on both the employee and organisation which is the whole purpose?



Training and further guidance

Hopefully, this infographic along with the presentation has improved your understanding on performance management. However, if you require further guidance or training on the topic, appraisals, employee well-being or even the link with your role as a line manager then please speak to HR who will provide you with the tools you need.



But how?

- Set individual or team objectives with link to the organisation's purpose.
- Develop performance.
- Hold responsibility for performance through incentives and promotion.



Could be better?

If you feel there are any changes that could be made with the current processes, then speak to HR. They oversee the processes and will value fresh ideas. Remember, performance management is a joint effort!



The role of feedback

Feedback can be formal or informal. It should be given to employees often. It is a highly effective tool for management. It inspires development and motivates staff – which then improves performance.



An example of a performance management cycle

Past performance

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Objectives

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Rating

∨

Judgement

∨

Feedback

∨

Future performance



Another example of a performance management cycle

Plan > Act > Review > Monitor >

(this is a continuous loop)



Why line managers?

As line managers work daily with their teams and know them well, they can deliver frequent feedback where necessary and implement appropriate objectives which have been agreed with HR.



References collected from:

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Want to learn more or get more details? Great! How about visiting the CIPD for more information.

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