

PERFORMANCE MANAGEMENT

A 3-step continuous cycle to effectively manage performance, build capability and develop future potential

Successful performance management processes are aligned with the organisation's strategy.

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Step 1 – Plan.

**Define
job role**

**Set
objectives**

**Design
learning
plan**

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Step 2 – Monitor.



- › Continuously monitor performance throughout the year
- › Coach & provide regular feedback
- › Recognise and reward achievements
- › Deal with underperformers
- › Update learning plan

Feedback builds capability, corrects mistakes and reinforces objectives

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Step 3 – Review.

- 🔄 Review performance against objectives
- 🔄 Inform of performance rating at annual appraisal
- 🔄 Discuss development opportunities
- 🔄 Provide feedback
- 🔄 Agree next steps



23% ↑

Organisation's who implemented performance management processes saw higher performance levels across the business.

LINE MANAGER'S ROLE:

MOTIVATE ■ ENCOURAGE ■ COACH
■ DEVELOP ■ BUILD RELATIONSHIPS ■
INVOLVE ■ COMMUNICATE ■ REWARD

■ HIGH-PERFORMING WORKFORCE
■ WORK-LIFE BALANCE
■ ENGAGEMENT & WELL-BEING
■ PRODUCTIVITY & RETENTION LEVELS