

## **SIXTY SECOND BUSINESS COACH (June) 2009**

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### ***Title: Staff Performance Evaluation***

#### ***Subtitle or by line:***

The performance evaluation process is a critical element in any performance management process:

The Four Foundations of good performance evaluation are:

1. Regular feedback to all staff to facilitate communication about job performance expectations and opportunities for further development in the current job
2. Immediately addressing performance issues when they arise
3. Ongoing feedback to staff on their performance
4. A formal Performance Evaluation at least annually for a detailed two way discussion about performance, agree on areas of strength and ways performance can be improved.

#### **Tip and Tactics for good performance evaluation**

1. Catch staff doing things well and tell them immediately
2. Make sure position descriptions are accurate and relevant
3. Plan well ahead for the formal review
4. Research remuneration issues – competitive, capacity to earn more
5. Understand the value proposition of working for you as opposed to a competitor – culture is valued more than money
6. Be willing to listen and be flexible to adopt new ideas and strategies
7. Stick to commitments re training, support & agreed action plans – it's your credibility at stake
8. Walk in the moccasins of your staff and you see yourself in a different light

Performance Management when executed well can add measurable value to your business via increased sales, improved efficiency, reduced staff turnover & improved success planning all captured under an improved corporate culture.