Performance Management

Delivering Performance Feedback
Agenda

• Importance of Feedback
  – How To/ When To
  – Tips

• Performance Management Cycle
  – Where are we now?

• Writing Feedback & Delivering It
  – Documenting Performance
  – Delivering the Review
I have some feedback for you ...

• Listen to the statements and answer the following:
  – What did it feel like?
  – How effective was it?
  – How would you have done it?
Tips for Feedback

• Provide the details
• Give specific examples
• Include outcomes
• Describe “how”

“Just Measuring your job performance...”
Ongoing Feedback
- Provide feedback
- Discuss goals and expectations
- Reconfirm plans for development
Wording

What you say?
• Clear & Concise
• Use examples
  – Provide specifics
• Address the Impact
  – Make sure to highlight the effect on all parties involved

How you say it?
• Engage in a dialogue
• Ask the person to comment
• Articulate what’s done well
  – How to leverage strengths
• Don’t sugarcoat what’s not
  – Identify improvement areas
Delivering the Review

- Preparing
  - Review the appraisal
  - Practice your points
  - Think about the impact
  - Remember how you feel during your appraisal

- In Practice
  - It’s about the employee
  - Conversational
  - Address the entire year
  - No surprises
  - Plan for next year

Summary

• Feedback is a critical component of performance
• Ongoing feedback is the best way to coach others
• Future focused feedback achieves the desired change

Additional Resources

• HRM Website
  – Training – Videos & other Presentations
  – Forms, Tips & Checklists
• HRM is here to assist you –
  – Please contact your HRM Consultant for any additional support