



## Employee Performance Management An Integrated Approach

Our experience indicates that a successful and sustainable employee performance management system requires solid integration between four basic elements, which we have developed into the performance management circle <sup>TM</sup>. Seamlessly integrating these basic elements into our online technology and processes ensures that performance management becomes habitual within the organization and significantly improves productivity.

### The Employee Performance Management Circle <sup>TM</sup>





1

**Define clear employee objectives:** *Employee objectives and expectations are defined based on organization, division and department goals and strategies.*

This includes determining how the flow down of organization, division and department goals affects employee performance expectations, core responsibilities / competencies and objective metrics. We carefully plan this process with our clients and where appropriate conduct the appropriate interviews with managers in specific departments to gain their input, and their buy-in to the process. Employee involvement early on in the process is very important for building goal commitment and buy-in. The amount of system functionality is very dependent on client circumstances and desires. We ensure that our solutions are customized to fit our client's needs while allowing for future changes and flexibility.

2

**Effective performance measurement process:** *This is our **ART of performance measurement**<sup>TM</sup> as the system must be **Accurate, Relevant and Timely.***

We work with our clients to define the relevant measurement processes using the employee objectives articulated in step 1. System functionality is customized to meet specific organization needs. This will involve importing employee demographic data into the system; setting up the system to cater for division, department and position requirements and defining the process for reviews. We work with our clients to create a simple process to capture the appropriate measurement items that could be used for families of positions in different job functions. Decisions are also made with our clients on the timing of employee performance reviews and measurement processes.

3

**Meaningful analysis of performance results:** *An analysis tool which provides meaningful and actionable performance insights on which decisions can be made.*

We have developed a very simple interface to our powerful reporting engine which enables our clients to easily analyze results to inform employee decisions which affect employee performance and productivity. In addition to individual and HR department viewing rights, we are also able to set up specific manager viewing rights based on our client's organization hierarchy to enable managers to analyze and actively manage employee performance in their divisions and departments.

Our diagnostic tool set is also extremely valuable for diagnosing employee performance and informs employee development decisions. It helps managers to diagnose job redesign, training, motivation requirements and other related



performance issues. This process can also be tied into or developed into a client's talent review process where appropriate.

Where our clients have or want to create a link between employee performance and compensation, our methodology and system facilitates that process.

4

**Constructive performance feedback and training:** *Constructive feedback should be given to an employee shortly after performance is measured and analyzed. Training needs should be identified and included in the employee's development plan.*

Online performance management guidelines are provided to evaluators to ensure they have access to refreshers that they can use on their own when completing reviews or before doing a feedback session. We also provide, where required and appropriate, on site training to upgrade these necessary employee performance management skills.

Our trainers and online materials cover general topics including goal setting, setting performance standards, constructive feedback and the use of solid principles in performance management.

Performance management is the measurement and management of employee performance with a focus on personal employee development to achieve employee and organizational objectives. We create a highly customized client solution which is systematically implemented to raise employee learning, performance and productivity.



Select Strategy