Performance Management Best Practices

LOGISTICS
- Position yourself so there is not a desk between you and the employee:
  - Better connection
  - Partnership and dialogue vs power play
- Turn off or ignore phone during meeting; give employee 100% of your attention
- It is ok to engage in some initial small talk to break-the-ice; keep the evaluation strictly performance related and as objective as possible

ON-GOING PROCESS
- No surprises
  - The PM conversation shouldn’t reveal problems not previously discussed/addressed (i.e., no surprises)
  - Employees should know what they are being evaluated on
- Track Performance/Performance Log
- Mid-year evaluation/check-in (December-February) and Annual (May-July)

THE REVIEW
- The performance review meeting should be a conversation and not a lecture or report.
- Employee should have opportunity to complete self-evaluation
- Supervisor should review all available data on employee and document specific examples of behavior to support rating
- Jointly create SMART goals (operational and developmental) (SMART = Specific, Measurable, Action Oriented, Reasonable, Timely)
- Communicate about observed behaviors, performance, and progress
- Invest in staff by giving honest and open developmental feedback
- If there is poor performance documented in evaluation – be specific about the actions (including timeline) to remedy the situation and what will occur if not fulfilled
- Get employee’s signature indicating she or he has read and reviewed evaluation

WHAT TO AVOID
- Don’t talk compensation or raises during the meeting
- Don’t inflate currency
- Don’t apologize for poor ratings