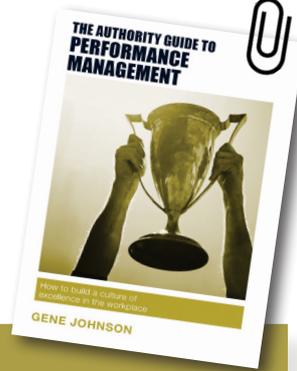


10 ways to be better at business

PERFORMANCE MANAGEMENT



1. Focus on performance conversations

The perfect performance management system doesn't exist. So, instead of spending time trying to create one focus instead on having meaningful, real-time, one-to-one performance reviews.

2. Keep it focused

People are motivated by clear, challenging goals and regular, constructive feedback. Make goal setting and real-time feedback part of your performance management system.

3. Keep it simple

Ensure your team knows what to do, how to achieve it, and give them feedback. Other than that, don't add lots of frills. Provide just enough structure and guidance - anything more is just filler.

4. What about performance ratings?

Most people hate them, but they do provide a framework for effective goal setting and discussion. Get rid of them and you may be left with little for managers and staff to engage with.

5. Real-time wins

Whether it's corrective or praise, there's no replacement for real-time feedback. Spontaneous support, given in the moment has more impact and power than scheduled weekly 'check-ins'.

6. Praise more

But make sure it's meaningful. Research recommends a 3:1 ratio of positive to constructive feedback. But it's more than just a pat on the back. Provide detail behind what was so commendable.

7. Recognise AND reward

It's an essential human need, so get to know your staff and learn what motivates them. Rewarding your people will pay dividends over time and it doesn't have to cost you financially either.

8. Who are your stars?

Make sure there's a clear link between performance and outcomes so your stars stay motivated and your under-performers have a reason to excel. Get a handle on poor performance quickly.

9. Prepare your managers

A positive performance culture needs everyone's support and a good manager can be a transformation catalyst. If your managers aren't up to it, give them the training and support they need.

10. Promote openness and trust

Both are essential to a high-performing culture. Be authentic, honest and always tell people what you know or why you can't talk about something. Make sure your senior team walk the talk too.