



Keys to Performance Management

March 3, 2021



Vensure Employer Services and our PEO Partners



Agenda

1 Planning Work/Setting Expectations

2 Observing Performance

3 Providing Feedback

4 Documenting Performance

5 Periodically Rating Performance

6 Q&A

Instructions for Submitting Questions with GoToWebinar



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› We will try to answer all the questions within the allotted time; however, if you did not get your question answered or if you come up with a question after the webinar ended, please contact webinarHRhelp@Vensure.com

Our Panelist



Robin Paggi
Training and Development Specialist

1

Planning Work/Setting Expectations

Planning Work and Setting Expectations

- › Mutually Understood Basis for Reviewing and Discussing Performance Results
- › Enables Employees to Identify Acceptable Results
- › SMART Goals:
 - › Specific, Measurable, Attainable, Relevant, Time-Based
- › What Happens When Goals Aren't SMART



2

Observing Performance

Observing Performance

Direct Observation

Reports/Records/Tangible Generated by the Employee

Technology

Communication from the Employee/Co-Workers/Customers

Barriers to Objective Observation

3

Providing Feedback



Providing Feedback

- › Feedback Goals
- › Ineffective Feedback:
 - › Insensitive, Indirect, Judgmental, General, Poor Timing, Impulsive
- › Effective Feedback:
 - › Considerate, Direct, Supportive, Specific, Timed Right, Planned
- › Generational Needs

4

Documenting Performance

Documenting Performance

- › The Importance of Documentation
- › Document Good Performance as Well as Bad Performance
- › Important Elements:
 - › Date, Facts/Details, Effect on Work or People Involved
- › Verbal vs. Written Warnings
- › Performance Improvement Plans



5

Periodically Rating Performance

Periodically Rating Performance



Employee Self-Evaluations



Rating Methods
(Consistency is Key!)



No Surprises on the Evaluation



Give It the Time and
Attention it Deserves



The Delivery is as Important
as the Document



Plan Work and Set Expectations
for New Evaluation Period

Q&A

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**Thank You for
Your Time**

