

PERFORMANCE MANAGEMENT
From the Employee's Perspective

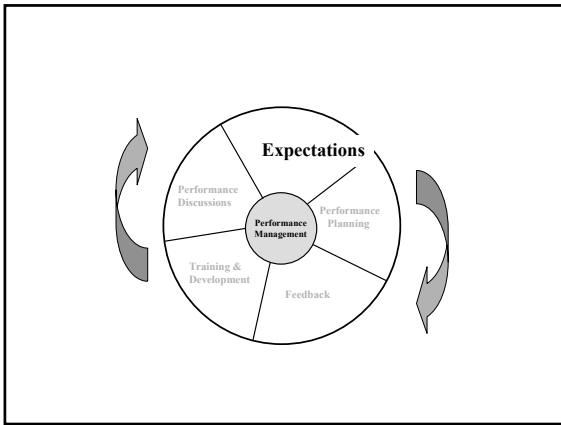
Diane M. Klein
The Training Department

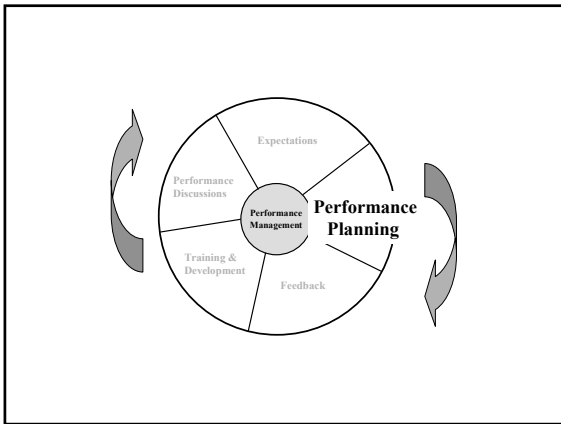
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Ask the Questions
that
Need Asking

Performance Management Cycle

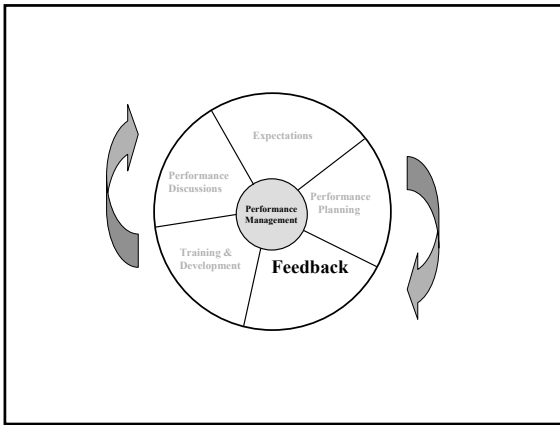






S.M.A.R.T. Objectives

- Specific
- Measurable
- Attainable
- Relevant
- Time-Bound

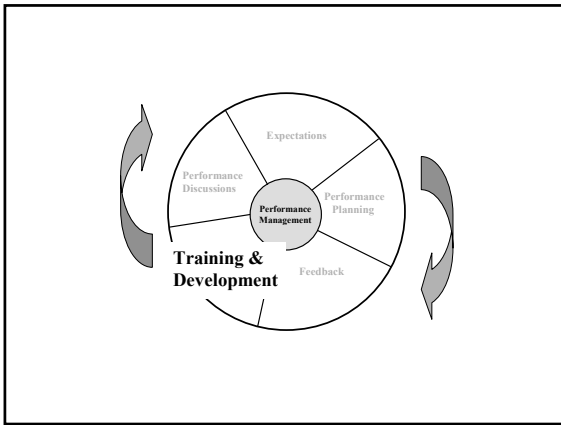


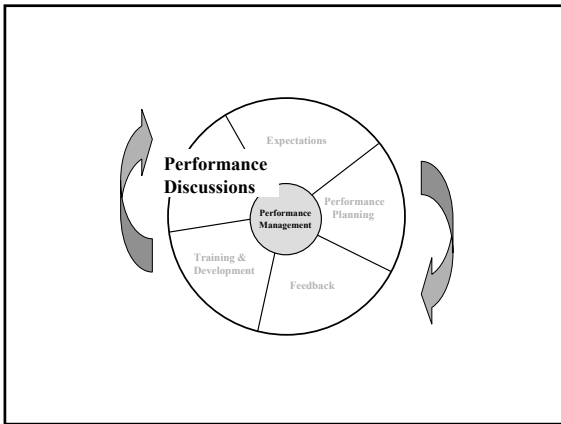
**Receiving
Positive Feedback**

- Listen for specific details
- Listen to what is felt and how others will be affected
- Take note if more of the same behavior will be expected

**Receiving
Critical Feedback**

- Be open
- Listen for the facts
- Assess the messenger
- Don't pretend agreement
- Stay focused on the issue





Performance Discussion Etiquette

- Prepare documentation
- Schedule time
- Clean desk / Clear clutter
- Forward phones
- Prohibit interruptions
- Maintain privacy

Performance Management Cycle