

THE JOB OF MANAGING PERFORMANCE

STEPS

METHODS

EXHIBIT PERFORMANCE

Lead by Example: Attitude • Behavior
Communication Style & Skills
Work Habits • Appearance

DEFINE PERFORMANCE

Job Description • Expectations
Goals & Objectives
Performance Standards

EXPLAIN PERFORMANCE

Instructions • Charts • Guides
Schedules • Checklists • Job Aids
Priorities • Deadlines

MONITOR & MEASURE PERFORMANCE

Observe • Survey • Review
Records & Reports
Informal Reviews

COMMUNICATE PERFORMANCE RESULTS

Feedback • Discussions
Praising • Reprimands
Formal Reviews

ADJUST PERFORMANCE

Coaching • Counseling
Developmental Activities
Retraining • Discipline

REWARD PERFORMANCE

Recognition • Prizes • Promotion
Increased Responsibility
Wage/Salary Adjustment