



MANAGING EMPLOYEE PERFORMANCE

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HIRING GREAT VS. ACCEPTABLE EMPLOYEES



INTERVIEW

PREP

clearly define job descriptions and skill sets needed.

JOB

CHALLENGES

identify all challenges in advance.

BEST

PRACTICES

Most affective and efficient way to complete essential job functions

THE IDEAL

CANDIDATE

Interested

Dedicated

Engaged

Affiliates

Loyal



BEHAVIORAL INTERVIEWING



Focuses on past performance

Working conditions /
environment

REAL LIFE EXAMPLES

Company culture

Avoids interviewer error

SAMPLE QUESTION

Tell me about a time
when you had a *challenge*
meeting a tight deadline.

EVALUATION OF ANSWERS



**Was the candidate
successful in
overcoming
challenges?**

**Did the candidate
resolve challenges
in a manner
consistent with
company culture
and practices?**

**Were the
challenges similar
to the type of
challenges in your
company?**

Describe how
job duties
contribute
to the
company's
success



Is the
candidate
motivated?



Do **job duties**
align with the
candidate's
career goals?

EMPLOYEE MANAGEMENT

SETTING EXPECTATIONS

Clearly defined standards

- Best practices
- Criteria for raises, advancement

PERFORMANCE

COUNSELING

Clarify concerns

Ask why

Ask for recommendations

Set deadline for improvement

Consequences positive/negative

MOTIVATING *EMPLOYEES*

Sense of accomplishment

Understanding of company goals

Individualized recognition

Skills accumulation

Opportunity for advancement