MANAGING EMPLOYEE PERFORMANCE

Presented by: Lynn Richardson, PHR
August 24, 2013
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
Focuses on past performance

Working conditions / environment

Company culture

Avoids interviewer error
Tell me about a time when you had a challenge meeting a tight deadline.
<table>
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<tr>
<th>Question</th>
<th>Evaluations</th>
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<td>Was the candidate successful in overcoming challenges?</td>
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<td>Did the candidate resolve challenges in a manner consistent with company culture and practices?</td>
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<td>Were the challenges similar to the type of challenges in your company?</td>
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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
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