

# Performance Management Webinar - Quick Reference Sheet

## Performance Management

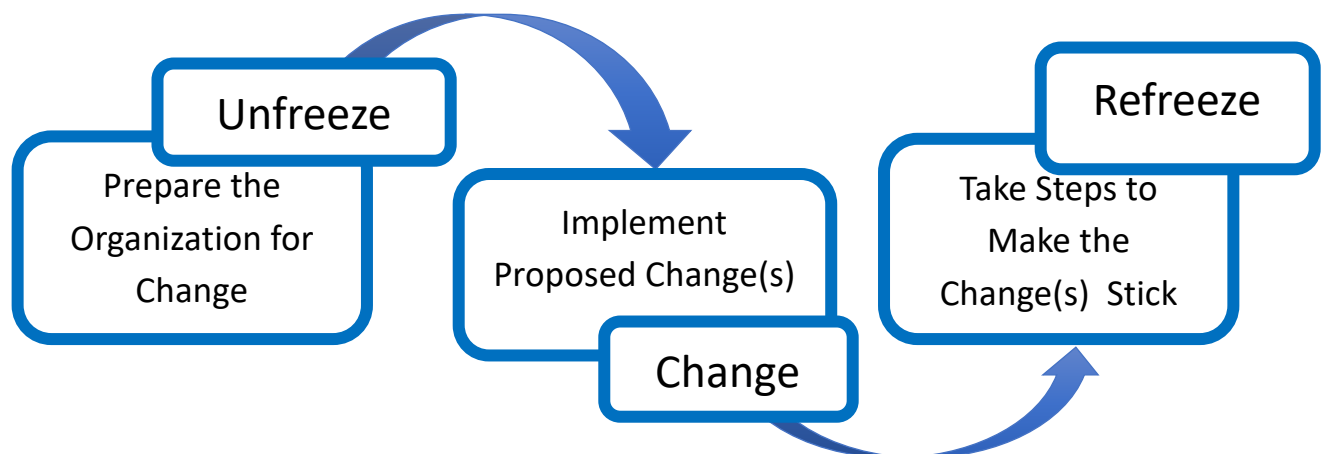
Performance Management is not a company's way of employing "micro-managing" techniques that stunt the professional growth of its employees. Whether at the organizational, departmental or employee level, the goal of performance management is to make sure all business goals are being met in a satisfactory manner.

*It is much more difficult to measure non-performance than performance.*  
**Harold S. Geneen**

## Performance Management Components

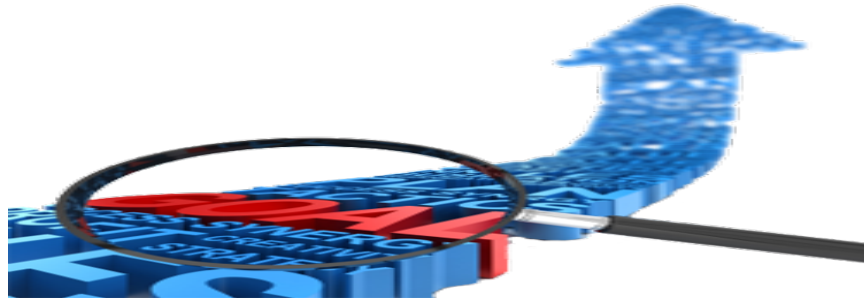
- Planning work and setting expectations
- Continually monitoring performance
- Developing the capacity to perform
- Periodically rating performance in a summary fashion
- Employee Awards / Rewards

## Lewin's Change Model



## Performance Goals

- Prepare and Prioritize
- Clarity and Expectations



- Explain performance and provide feedback
- Goal setting and Follow-up

## Kolb's Learning Cycle

Kolb's Learning Cycle states that learning is based on experience. The learning cycle has four basic elements: experience, observation, conceptualization, and experimentation. It is important to be familiar with the learning cycle to effectively manage performance, and guide employees to greater achievements.

## Establishing Performance Goals

Performance goals require strategic action. To be effective, these goals should not be handed down to employees. It is important to include employees in the goal setting process and encourage them to meet their individual performance goals.