

# PERFORMANCE MANAGEMENT



## Promote the Best in Your People

An effective performance management cycle recognises and rewards excellence. It consists of processes, tools and activities designed to ensure that your organisation's goals are consistently, effectively and efficiently achieved. Providing employees with formal performance feedback on a regular basis can increase motivation, heighten self-awareness and identify professional as well as personal development opportunities.

HR Business Solutions can design and implement a performance management system to reflect your organisation's unique requirements. Further, we can train your managers and employees in how to use this powerful tool. Our goal, like yours, is to effectively motivate your employees to perform at their best.

**HR Business Solutions can help you implement an effective performance management cycle by providing the following HR services:**

### Performance Appraisal Tools

- Development of customised tools including policies, procedures, guidelines and forms.
- Development of Balanced Scorecard-style performance measurement tools.
- Refinement of existing appraisal tools.
- Training for line managers on conducting effective performance appraisals.

### KPI's and KRA's

- Development of position-relevant Key Performance Indicators (KPI's) and Key Responsibility Areas (KRA's) for individuals and business units.

### Individual Development Plans (IDPs)

- Design of Individual Development Plans focussing on employees' career paths.
- Provision of individual performance coaching to support employee development.

### Performance Counselling and Discipline

- Development of performance counselling and employee disciplinary policies, procedures, guidelines and interview forms.
- Training for line managers on effectively counselling and disciplining employees.

### Position Descriptions

- Conducting job analyses and drafting of position descriptions.

### 360° Leadership Surveys

- Development and implementation of 360° Leadership Surveys by our Organisational Psychology Division - evaluating a manager's leadership style and behaviour.
- Facilitation of Leadership Focus Groups.
- Providing 360° Feedback reports and coaching to managers.

For further information on our services, please contact Tina Radford on 07 3393 1100 or email

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