



Performance Management Systems

The Learning Key® Approach

Benefits and Outcomes

- Tie employee performance to business and team objectives.
- Link planning, development and performance assessment with an integrated process.
- Tie job skills to performance development.
- Use career development as an incentive to recruit and retain the best employees.

Performance management, a systematic approach to define goals, set expectations, provide feedback, plan development, review results and reward performance, has been shown to impact organizational success. Of 437 companies studied by Hewitt Associates in 1994, those companies with performance management processes outperformed those without such systems in profits, market performance, and every other productivity and financial measures used in the study.

No one approach works for all organizations. Keys to success are open communication and discussion and an emphasis on feedback and coaching. Our goal is to help you develop an approach tailored to your organization.

In the design of any lasting system, senior managers and employees need to be involved. Performance Management Systems should recognize the unique characteristics of the organization they are designed for and be able to address key questions. These questions include: What is most important? How can the process be simplified? What support and guidance is necessary for follow up? What actions should senior management take to reinforce the importance of the process? How can managers and employees best learn the process? How can managers better manage the negative emotions often associated with performance management and better manage the process? Clearly organizations are evolving away from traditional performance management systems where managers pass judgement on employees.

In addition input via 360 degree feedback from team members, clients and peers, and employees themselves are increasingly used to assess performance. Employee involvement in all phases of performance management -- from design of the system to implementation-- increases motivation, commitment and follow through.

Integration

The best performance management systems provide not only for employee feedback, but also for organizational feedback and design. When development plans are available to those responsible for training strategy, training plans can be updated and implemented based on actual organizational data. If 100 people need development in skill X, then ways to develop this skill, whether by training or another approach, can be addressed. Follow up can provide information on the effectiveness of the development vehicle(s) used.

To schedule a meeting to discuss your organization's performance management needs or for additional information, please call 1-800-465-7005 or contact us at our e-mail address: learnkey@thelearningkey.com.