Setting Expectations and Managing Employee Performance

Summary:

- Meet with each employee individually and establish clear, detailed responsibilities.
- Ensure the employee understands the responsibilities/tasks.
- Ensure the employee has the necessary resources to succeed (training/funding/support staff).
- Give them autonomy.
- Get status updates on a regular basis and remove roadblocks for them to succeed.
- Provide positive and constructive feedback on a regular basis.

Information You Need to Know:

How often do you provide your employees with performance feedback? Employees need to understand what your expect from them and you should ensure they are clear on those expectations. In addition, employees should know WHY they are performing these tasks. How will the employee impact the organization’s mission and objectives by completing these tasks?

Once the expectations have been set, now you should focus on what resources will the employee need to complete the tasks. This could be any number of things, possibly training, additional manpower or budgetary support. But make sure you set the employee up to succeed. Ask the employee to provide you with ongoing updates and provide them employee with feedback. In addition, support your employee by assisting to remove any obstacles that may come along the way. Lastly, do not forget to provide encouragement and make sure you recognize the employee for their contributions to the organization.

Peer Insight:

We want to hear from you. Do you have any suggestions on how to reward and/or recognize employees? Do you have any tips or best practice ideas? Please share your ideas with ITA at ITABestPractices@trade.gov

At this time there are no best practices from ITA Leaders.

For more information on this topic check out these resources:

Web sites:

ITA’s Performance Management Web site
Department of Commerce’s Performance Management

DOC’s Providing Feedback Helpful Tips

Performance Art Best Practice Ideas

Why SMART Goals?

Goal Setting: The Root Cause of Success!

Performance Reviews Without the Anxiety

Books:

Managing Performance by John J. Gabarro and Linda A. Hill

Encourages managers to think critically about how to prepare for and give a performance appraisal interview. Presents frameworks for evaluating subordinates’ work and suggestions for coaching them.

Engaging the Hearts and Minds of All Your Employees: How to Ignite Passionate Performance for Better Business Results by Lee J. Colan

Employee engagement is the cornerstone of achieving a sustainable competitive advantage. In Engaging the Hearts and Minds of All Your Employees, leadership expert Lee J. Colan delivers the “how to” for inspiring your team so they deliver unparalleled value to your customers. He gives you concrete action steps to:

- Identify ways to eliminate barriers to achievement
- Define boundaries within which employees have the autonomy to do their jobs
- Create a compelling purpose for your team
- Focus resources and time to best support your purpose
- Answer the Fundamental Four questions that employees are always asking, whether you hear them or not
- Create team rituals that help build intimacy
Performance Management: Measure and Improve the Effectiveness of Your Employees by Harvard Business School Press

Today’s competitive workplace demands that managers evaluate employee performance, and provide coaching. Performance Management will help managers prepare for a formal performance meeting with a direct report, and create a development plan to increase employee productivity.