

# Performance Management: Your D.E.E.D. to Success

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# PERFORMANCE MANAGEMENT

- \*Why do we need to change?
- \*What's holding us back?
- \*What's the way forward?
- \*How do we own it?
- \*What's the bottom line?



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# Performance Reviews Are Broken



*SOURCE: Theresa Agovino, SHRM HR Magazine – Spring 2023*



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# Why Do We Need to Change?



**82%**

of leaders worldwide agree that the Performance Management methods are not achieving its primary objective (improved performance),

**62%**

say that their PM methods are not keeping pace with the business.

*Source: Gartner 2019 Performance Management Benchmarking*

[VIDEO: A different perspective](#)

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# What's Holding Us Back?

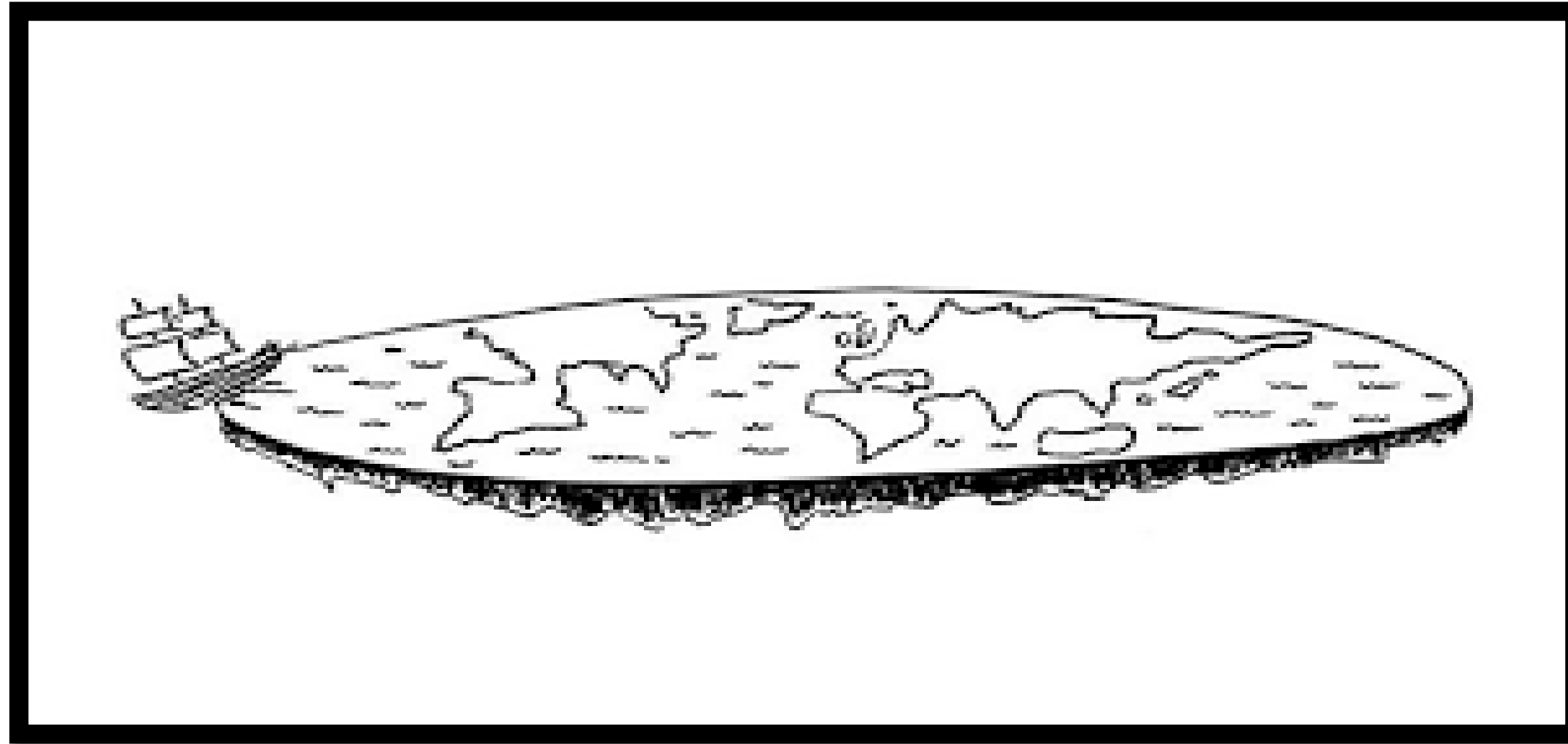


SOURCE: \*M. Tamra Chandler at The HR Congress



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# Consider the #1 Fatal Flaw



*Source:*  
*BOOK - How Performance Management Is Killing Performance—and What to Do About It: Rethink, Redesign, Reboot*



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# What's the Way Forward?

## three common goals



1

Develop People

- ▶ Individual development
- ▶ Coaching and mentoring
- ▶ Retention of top performers
- ▶ Leadership Development

2

Reward Equitably

- ▶ Pay for contribution
- ▶ Promotion and advancement
- ▶ Total rewards

3

Drive Organizational Performance

- ▶ Goal alignment
- ▶ Strategic communications
- ▶ Culture development

SOURCE: \*M. Tamra Chandler at The HR Congress

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# Does This Ever Happen?



Gary began to suspect that his performance management meeting could have gone better.



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# How Do We Own It?

Plan work (*DESIGN*)

Set expectations (*EDUCATE*)

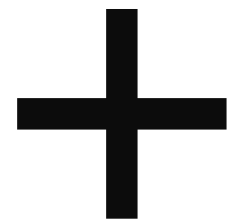
Build capacity (*EXECUTE*)

Periodic monitoring (*DOCUMENT*)



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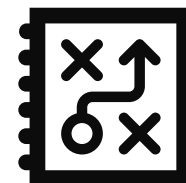
# DESIGN: Plan Work



**1. Define**



**2. Prioritize**



**3. Execute**



**4. Measure**



**5. Evaluate**



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# EDUCATE: Set Expectations

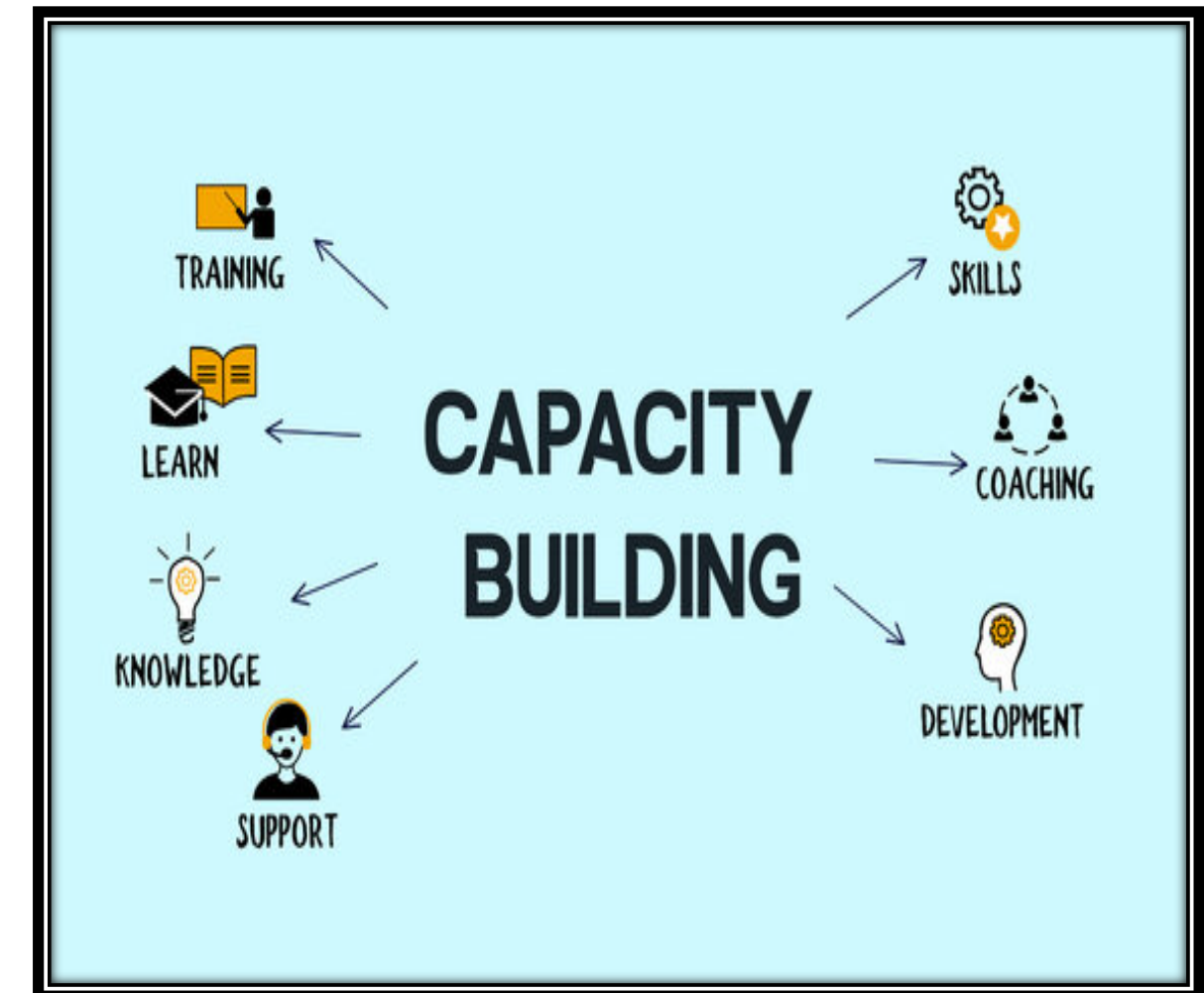
1. Create organizational alignment
2. Include key competencies
3. Enforce accountability
4. Provide regular feedback
5. Foster motivation



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# EXECUTE: Build Capacity

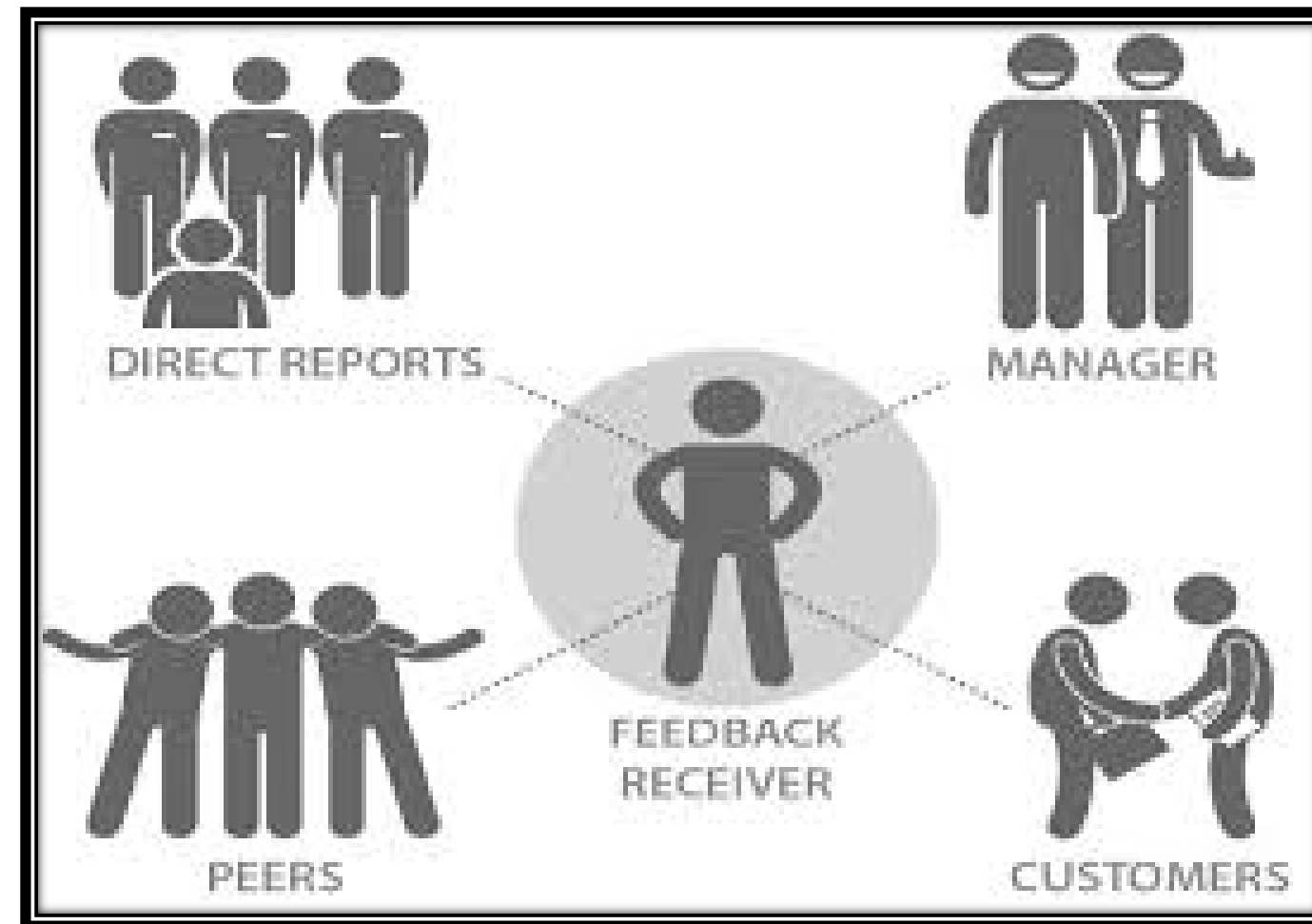
1. Create an alliance with internal systems
2. Train managers and employees
3. Collaborate and collect input
4. Evaluate and improve processes
5. Automate, simplify and eliminate



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# DOCUMENT: Periodic Monitoring

1. Appraisal
2. 360° Feedback
3. Assessment
4. Performance Journal
5. Performance log



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# What's the Bottom Line?

1. Improves accountability
2. Supports workforce planning
3. Increases retention
4. Highlights training needs
5. Increases profitability



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**THANK YOU**

