



Transforming Performance Evaluations



-
- Performance evaluation software
 - The most affordable, user-friendly system for streamlining the performance evaluation process
 - Goal setting and pulse surveys as well



Why should you listen to me?

- I talk with hundreds of HR professionals about their performance evaluation process every year
- I've been an employee on the receiving side of performance evaluations for many years
- My whole job is to help organizations move from a frustrating evaluation process to a smooth and effective one





What You'll Learn Today



Why structured feedback like evaluations is critical



Why performance evaluations suck so much, and how to fix it



How to setup a feedback protocol at your organization to better manage performance and help to eliminate manager bias.



How to shop for performance management software



How to use AI to help improve and streamline performance management





But first....

I want to tell you a story

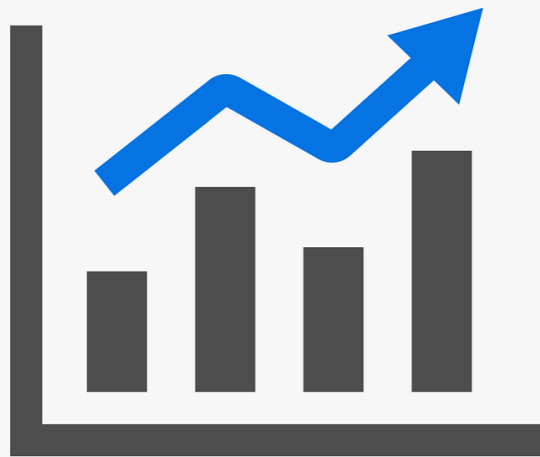
I quit my last job
because I didn't
get enough
feedback about
my performance





Employees
want feedback!

- Informal *and* formal
- You *must* have a system and protocol for facilitating feedback at your organization



Some Interesting Stats About the Importance of Feedback

- **65%** of employees desire **more feedback**.
- **98%** of employees **disengage from their work** when they receive little to no feedback.
- Companies that invest in regular employee feedback have **14.9% lower turnover rates**.
- **75%** of employees who receive feedback feel that **feedback is valuable**.
- Highly engaged teams show **21% greater profitability**, and engagement is directly related to **consistent and constructive feedback**.
- **85%** of employees **take more initiative** when they receive feedback in the workplace.

Caitlin Mazur. "20 Essential Employee Feedback Statistics [2022]"
Zippia.com. Jun. 29, 2022,
<https://www.zippia.com/advice/employee-feedback-statistics/>



Why is structured feedback (like evaluations) critical?



Let's Talk About Manager Bias

“We don't do performance evaluations, we just have managers check in with employees regularly”





GREAT!!

- What is your protocol for ensuring that those conversations are happening with every employee in an unbiased way?

An aerial, high-angle view of a city and its surrounding sports fields, seen from a perspective that suggests being in space. The city is densely packed with buildings and roads, interspersed with green spaces and sports fields. The Earth's curvature and atmosphere are visible at the top and bottom edges of the image.

In a Perfect World

- All managers would be excellent at performance management
- You would have in depth, effective performance management training
- Managers would know when, how, how often to have these critical conversations with their employees
- Managers would take their own initiative to document performance issues

Without a Structured Feedback Protocol

- Not all employees get the same conversations
- Not all employees get the same frequency of conversations
- Not all employees get the same opportunities
- Employees experiences at the company could be VASTLY different
- No documentation of performance issues





The Importance of Formal Feedback

- Formal feedback isn't ALWAYS necessary but it IS necessary
- If employees are more buddy buddy with their manager, they may take feedback more casually if it isn't delivered in a more formal, structured way
- Manager may be less likely to address performance issues if there isn't a specific protocol set up for doing so
- Critical feedback should be delivered in a formal documented way

If performance management is so important, why do performance evaluations suck?





95% of managers are unsatisfied with their performance evaluation process according to SHRM

The Way We Do Them is Archaic

- They are often one sided
- They are vague and arbitrary
- They aren't facilitating a meaningful performance conversation
- The process is cumbersome and frustrating (you're using paper or excel or something)
- They are a hot ticket item and then the importance fades away

How do we fix this?



Enforce regular conversations between employees and managers



IDEALLY ONCE A
QUARTER



KEEP IT INCREDIBLY
SIMPLE



MAKE SURE IT'S
DOCUMENTED



Is This Micromanaging??

- No, it's setting managers and employees up for success
- You don't need to manage performance, but you need to create a more even playing field for managers managing performance



But I Can't Even Get My
Employees to Turn in ONE
Performance Evaluation!

That's because your evaluations are too long, your process is bad, and the content of the evaluation is meaningless and arbitrary


What Could That Conversation Look Like?

- K.I.S.S. (Keep It Simple Stupid)
- Questions you could ask the Manager (keep it to 3-4)
 - What did this employee do really well this quarter?
 - Are there specific areas of their job where you see room for improvement?
 - How can we help them do better next quarter?
 - OR: What would you like to see the employee accomplish next quarter?



What Could That Conversation Look Like?

- Questions to ask the employee
 - What do you feel went really well this quarter? What are you proud of?
 - What are your disappointments? What did you set out to do that you didn't?
 - What do you hope to accomplish next quarter? What will you do differently and what support do you need?
 - Are there any concerns or other items you'd like to address?



Start with Focusing on the
Employees Strengths

- “Processes that seek to identify, quantify, and address weaknesses all overlook a fundamental fact of human psychology: our brains are simply wired to respond more effectively to positive reinforcement.”

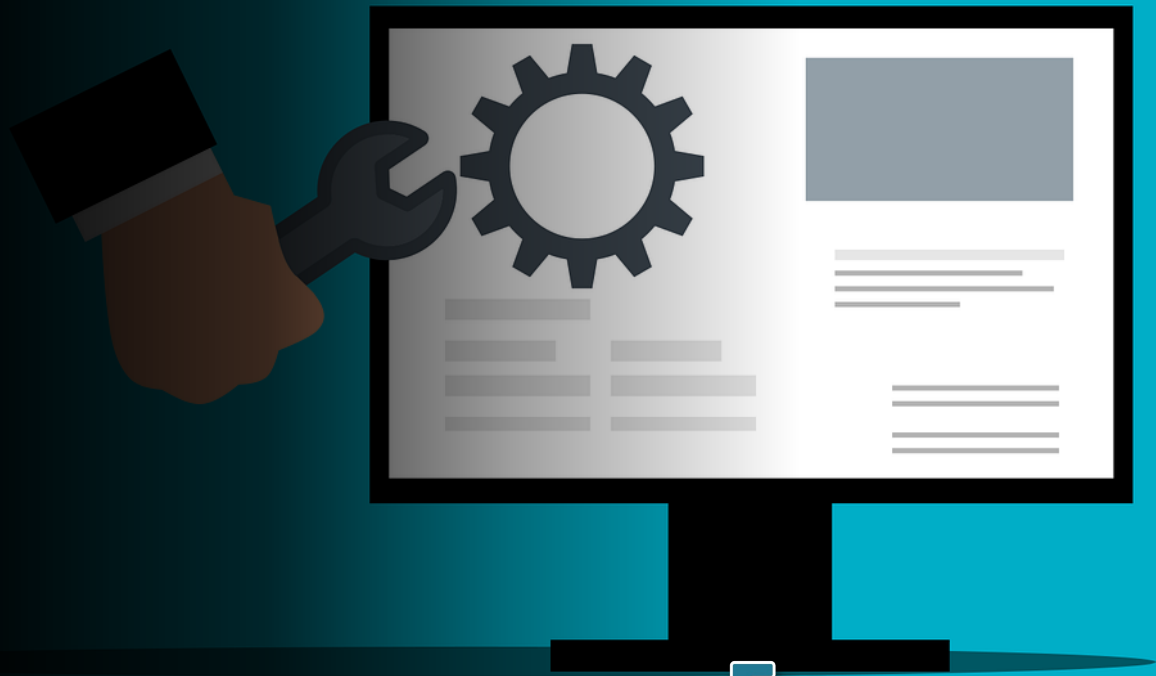
-Forbes



- Employees feeling like they matter and that they add value is the #1 contributor in getting the best work out of them

Invest in Software

- You **MUST** invest in your process here if you want to gain what you need to from evaluations
- You're likely already spending the money in wasted time and effort
- Direct that investment of time and effort into a solution that can help you make evaluations purposeful
- Several great, affordable, user-friendly options out there
- Stop using paper, it's not 1990 anymore



How do I Shop for Good Performance
Management Software?

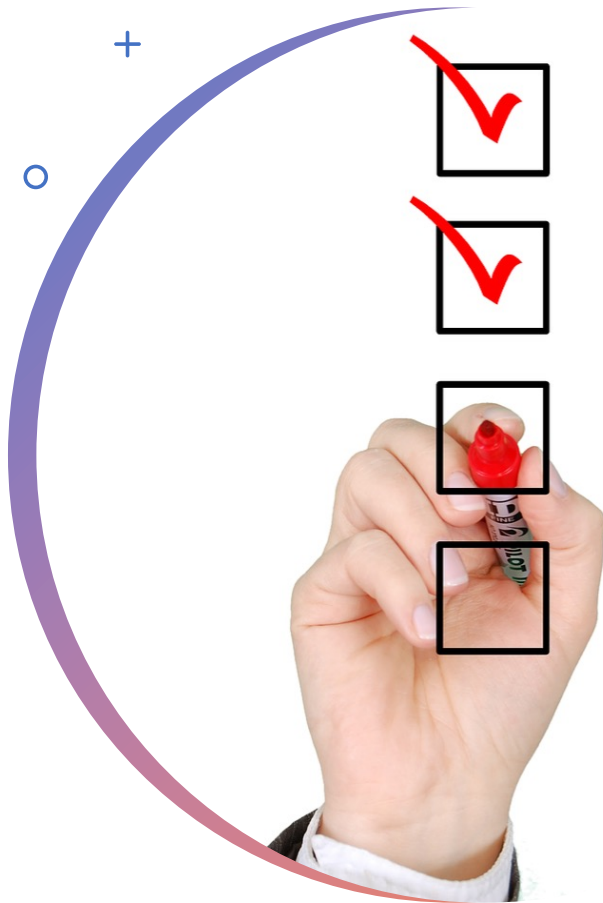




Some Tips

- #1 priority should be **user-friendliness**
- Understand the customization capabilities and level of flexibility
- Make sure to ask detailed questions about onboarding and the length of implementation
- Ask about accessibility. How easy is it for you to go in and make changes, access things, do what you need to do
- Don't pay for the performance management module in your HRIS until you have seen a very thorough demo and have properly vetted it.
- Look for sales reps that are consultative rather than pushy





Scoring

- Hard skills can easily be scored using specific metrics
- Soft skills are a lot harder to evaluate
- Soft skills should be evaluated with more of a documented narrative than a score, unless you can get very specific with measuring this soft skill

This Won't
Get You
Anywhere....

Employee Performance Review

Employee Information

| | |
|----------------------|--------------------|
| Employee Name | Employee ID |
| Job Title | Date |
| Department | Manager |
| Review period | |

Ratings

| | 1 = Poor | 2 = Fair | 3 = Satisfactory | 4 = Good | 5 = Excellent |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Job Knowledge | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <i>Comments</i> | | | | | |
| Work Quality | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <i>Comments</i> | | | | | |
| Attendance/Punctuality | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <i>Comments</i> | | | | | |
| Productivity | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <i>Comments</i> | | | | | |
| Communication/Listening Skills | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <i>Comments</i> | | | | | |
| Dependability | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <i>Comments</i> | | | | | |
| Overall Rating <i>(average the rating numbers above)</i> | | | | | |



A Freebie from me!

- Email me your current evaluation form, and I'll send you a short video back with my suggestions on how to improve it.
- Hannah@expressevaluations.com

Let's Talk About AI

Ways To Use ChatGPT in Performance Management...SO MANY!

- Setting benchmarks for employees
- Guidance on best practices
- Evaluation templates
- Feedback Analysis
- Training and Development suggestions
- Conflict Resolution Advice
- Performance Improvement Plans
- Legal compliance
- Employee Engagement Strategies
- Data Analysis
- Documentation and Record keeping





Setting Benchmarks for Employees

- Feed Chat GPT a job description
- Ask for suggestions on what would be good benchmarks for employees to hit within a certain time frame
- “Based off of this job description, can you give me some good benchmarks gauging the employees success in their first 90 days?”

Guidance on Best Practices

- Ask Chat GPT “What are key components of an effective performance evaluation process?”
- Follow up questions: “How can I ensure fairness and objectivity in performance evaluations?”



Sample Evaluation Templates

- Request a sample template for a specific job or specific skillset from ChatGPT
- Feed ChatGPT a job description, information about your company, core values etc.



Feedback Analysis

- Input feedback from performance evaluations into ChatGPT
- Ask ChatGPT to analyze the feedback to identify trends and patterns
- ChatGPT can help identify things like common areas for improvement



Training and Development Suggestions

- Based on performance evaluation results, ask ChatGPT for training and development suggestions for employees
- Example “What training opportunities would you suggest for Employee X based on their evaluation?”



Conflict Resolution Advice

- Describe the conflict to Chat GPT, specifying its relation to performance
- Ask Chat GPT for advice on resolving the conflict in a constructive manner



Performance Improvement Plans

- Collaborate with ChatGPT to create a performance improvement plan for employees not meeting expectations
- Provide details about the employee's performance and ChatGPT will help create a customized PIP



Legal Compliance

- Seek guidance from ChatGPT on legal requirements related to performance evaluations
- Example “What are the legal requirements for documenting performance evaluations?”





Employee Engagement Strategies

- Based on performance evaluation feedback, ask ChatGPT for strategies to improve employee engagement
- Example request: “What strategies would you suggest for improving employee engagement based on our evaluation results?”
- You can do this with any type of survey as well

Documentation and Record Keeping

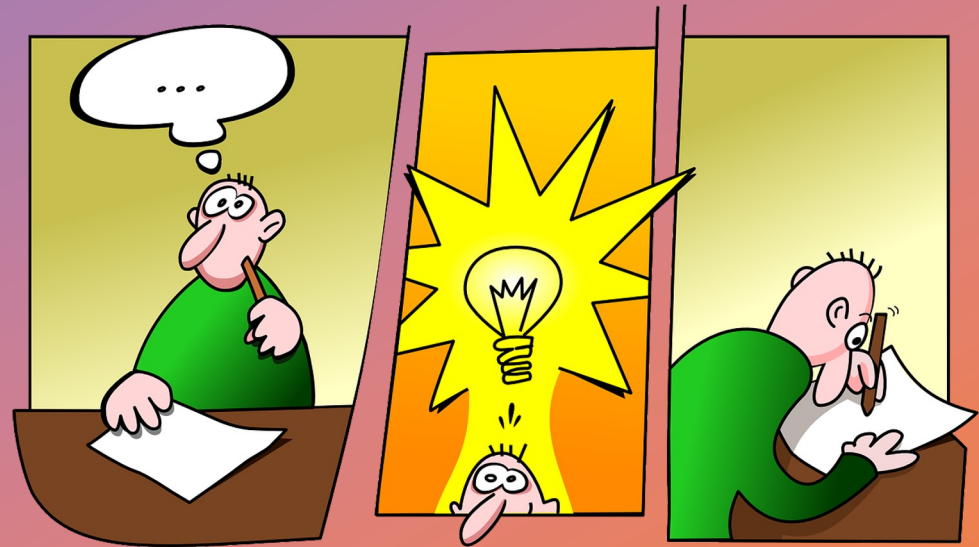
- Use GhatGPT to help organize and document performance evaluation results
- Request advice on how to best organize and store evaluation records for future reference





Let's take a look

What Did You Learn Today?





A Freebie from me!

- Email me your current evaluation form and description of your process and I'll send you a short video back with my suggestions on how to improve it.
- Hannah@expressevaluations.com



Questions?

- Hannah@expressevaluations.com

