

Improve the Performance of Performance Reviews

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Topics Covered

- ❑ The Importance of performance reviews in todays workforce
- ❑ What makes an effective performance review
- ❑ Take the Stress Out and create cohesion
- ❑ How to Perform

Our Key Discussion Points





Productive Performance Reviews

We've come along way



Performance Reviews – Today's Workforce

- Performance conversations are a crucial part of the engagement and retention of employees.
- People need to feel valued and able to express their needs, wants, future expectations.
- The best way to value someone is to offer them a voice and a chance to deliver
- Performance conversations are perfect opportunities to make or break trust. An open, honest, and regular dialogue helps to build trust among employees, managers, and the organisation at large
- Employees want to know—and deserve to know—exactly where they stand in terms of performance.

Boost Employee Success

- Helping employees identify their needs, desires, and challenges
- Cluing managers in on obstacles and decisions before they impact performance
- Opening up opportunities to discuss feedback, celebrate recognition, and reinforce alignment
- Giving people power and autonomy over themselves improves confidence, boosts productivity and ignites determination and a 'can do attitude'

Boost Team Success

- Performance conversations help managers evaluate team performance by giving them a clear picture of how each team member is performing.
- They'll know where the team is strong, where the team needs help or development, how to adjust goals, and the team's potential to impact larger goals.
- When done correctly it boosts team morale and helps re-enforce the high performing structure of team success.

The 5 Characteristics
of a High Performing
Team



Boost the Organisations Success

- If employees aren't aligned and on a clear path to their own success, organisations will have difficulty achieving important goals and objectives.
- Performance conversations allow managers to connect employees to the bigger mission and goals of the organisation.
- They also give organisations the data they need to make important people decisions related to:
 - Compensation
 - Promotions
 - Development
 - Onboarding & Exits



Performance Reviews are vital in keeping your employees engaged and involved in the company.

They help teams develop and adapt and they boost the overall morale, productivity and ethos of an organisation



Elements of an Effective Performance Review

Performance Reviews should be

- Frequent
- Engaging
- Future focused
- Transparent
- Objective

More is More!

If you want to cultivate employee success, you must branch beyond the traditional, annual review.

Try quarterly or monthly performance conversations, paired with a year-end review of general themes, notes, progress, and next steps.

This allows managers and employees to stay on the same page about goals, progress, and performance.

It also helps:

- Employees understand exactly where they stand and what to do to improve
- Managers provide real-time coaching and help overcome obstacles
- Organisations benefit from a constant flow of data on individual and team performance



Many organisations are turned off by a quarterly or monthly performance reviews because it feels like a hefty time commitment

But if you're having frequent conversations, they don't need to be long, robust, or comprehensive to be effective.

Make them Engaging

Managers and employees should equally contribute to the conversation, and employees should be just as invested in the preparation as managers.

While there isn't a one-size-fits-all solution for all performance discussions, every conversation should promote trust, reduce anxiety, create clarity, and showcase alignment.

These conversations don't have to be just about performance, they can address:

- Career growth and development
- Engagement challenges
- Alignment to organisational goals
- Changes or key messages from senior leadership
- Recognition
- Peer feedback
- Customer feedback

Future Focused

- Traditionally, performance reviews have centred around the past—how the year went, what went well, and what didn't go well.
- Employees can't change the past, so it's pretty disengaging to be evaluated on situations they have no power to shape.
- But employees do have the power to change what happens in the future—and this is where the bulk of your performance conversations should focus.
- It's good to reflect on the past, but managers and employees should also spend time looking forward.

Transparent

- Performance reviews can be anxiety-inducing—and one of the best ways to reduce anxiety is to bring employees into the process early and involve them in the preparation and planning.
- Managers should work with each employee to create a clear, shared, and collaborative agenda with main points of discussion.
- Both parties should know exactly what to expect—there shouldn't be any surprises!

Objective


- Today we have access to mountains of data.
- There's no excuse for subjective performance reviews anymore.
- Managers should come prepared with data from a variety of sources such as recent recognition, 360 degree feedback, talent review ratings, one-on-one notes, goal progress, and more.
- Every statement made should be fueled by data—not by the manager's personal opinion.

Traditional Performance Review

- Held annually
- One-way conversations
- Review past performance
- Closed-door policy
- Little to no transparency
- Based on subjective manager opinion
- Result in a rating and minimal follow-up

Modern Performance Review

- Held quarterly or monthly
- Two-way conversations
- Review recent performance and coach to impact, development, & growth
- Open-door policy
- Transparent and collaborative
- Based on rich and real-time employee data
- Conclude with next steps and follow-up

A photograph of a man and a woman in a professional setting. The man, on the left, is wearing a light blue button-down shirt and is gesturing with his right hand while speaking. The woman, on the right, has dark curly hair, wears glasses and a striped shirt, and is holding a pen, looking at the man. They are seated at a table with papers. The background shows green foliage.

Take the Stress out of Performance Reviews



Why are Performance Reviews so Stressful?

Taking the Stress Out

- Eliminate Surprises
- Get staff to prepare their own self evaluation
- Ask participants to set out their SMART goals and bring them to the review
- Ask for feedback
- Make it a conversation not confrontation
- Think of competency based interviews and how effective they are and apply a similar structure





S

Situation

Describe the situation you were in or the task you needed to accomplish.

T

Task

Describe the challenges and expectations. What needed to be done? Why?

A

Action

Elaborate on your specific action. What exactly did you do and how did you do it?

R

Result

Explain the result, including your accomplishments, recognition and the outcome.

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Stand Out and Perform

Preparation is Key

- **Review your job description** – note what you are doing well , what is relevant , where you can see 'gaps' , 'downfalls' . Ask for clarity and note where you are going above and beyond.
- **Document your wins** – have examples and be able to explain in detail what strengths you used, how you developed and what you will bring forward from the experience
- **Review your goals** and align them with the company's
- **Set new goals** – SMART , aligning them with the company's
- Use it as an opportunity to **build rapport** and strengthen relationships



SPECIFIC

- State what you'll do
- Use action words



MEASURABLE

- Provide a way to evaluate
- Use metrics or data targets



ACHIEVABLE

- Within your scope
- Possible to accomplish, attainable



RELEVANT

- Makes sense within your job function
- Improves the business some way



TIME-BOUND

- State when you'll get it done
- Be specific on date or timeframe

Preparation is Key

- **Provide feedback** that is constructive and relevant – be specific , give examples
- Show interest in **the future** of the company –know and state how you can help in their growth and development.
- **EQ** is more important than IQ

Social Skills

Being able to create and maintain healthy relationships

Self-awareness

The knowledge of one's own thoughts, feelings and motivations

Self-regulation

The ability to regulate emotions and actions in a variety of environments

Empathy

The capacity to empathize and appreciate another perspective

Decision-making

The ability to make responsible choices and accept their outcome





If you are in HR, a manager a CEO
by working with your employees and
creating a two way conversation you
reduce the amount of work you have
to put in whilst giving autonomy to
your staff – building and growing their
confidence and making them a part
of the bigger picture!

More is more, time is precious
not non existent.



If you are an employee – take advantage of that 'power'.
Prepare and plan your approach .

Take time to give specific examples and align your hopes, expectations and goals with the companies.

Engage , listen and ask the right questions to the right people.

Key Takeaways

- ❑ Stop living in the past and create a future proof structure to help your organisation attract and retain top talent. This can be done by shifting the balance of power – giving autonomy and responsibility to the individual, be open to change and feedback and grow with your 'people' they are what makes the company.
- ❑ Performance Reviews are vital in keeping your employees engaged and involved in the company. They help teams develop and adapt and they boost the overall morale, productivity and ethos of an organisation.
- ❑ Have frequent 'performance conversations' that don't take up too much time. Productivity is time saving not time wasting. Be proactive not reactive.
- ❑ As an employee use this 'power' to showcase who you are. Use real life examples, set achievable SMART goals that align with the companies and practice like you would for an interview .
- ❑ Say the right things to the right people at the right time!



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Thank you!