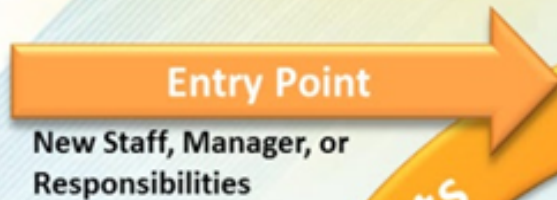


THE PERFORMANCE MANAGEMENT MODEL

- Define roles
- Select staff
- Onboarding



- Set expectations and individual performance goals
- Build trust

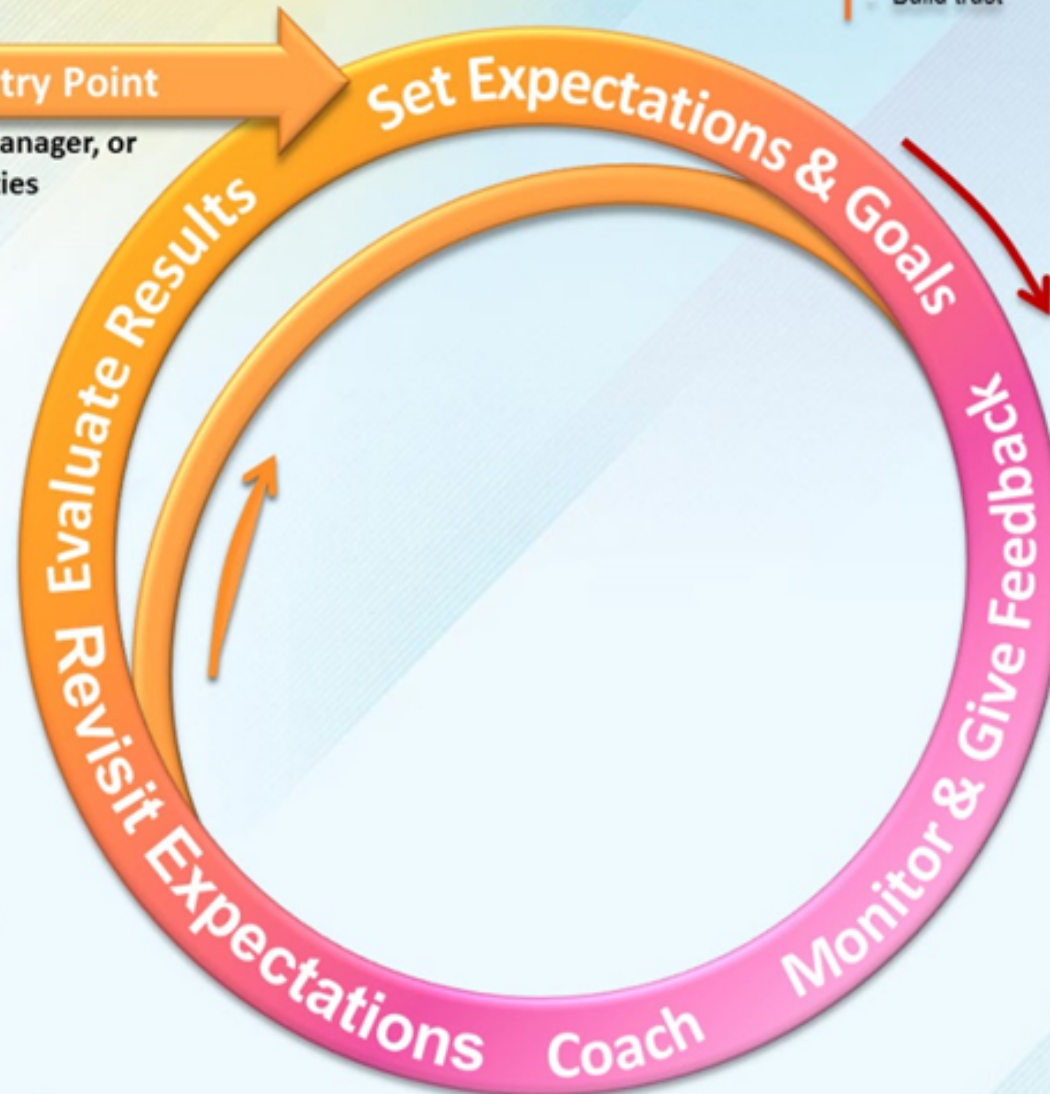
Questions to Ask

- What are the goals for individuals that will support the goals of my team, organization, location, and UC?
- Who should do what?
- Are the goals SMART?
- How will I measure success?
- How will I need to support them?

- Conduct performance appraisals
- Manage corrective action

Questions to Ask

- Did they achieve the goals?
- Did they exceed expectations?
- Why or why not?



- Give and receive feedback
- Engage and develop employees
- Motivate, recognize, and reward employees

Questions to Ask

- How are they doing?
- Do they know how they are doing?
- What feedback do they need?
- Are we going to hit our targets?
- What development do they need?

Questions to Ask

- Has anything changed?
- Is performance meeting my expectations?
- Should I supervise less, or do I need to do more?
- What motivation, recognition and rewards would be effective?
- Is corrective action needed?

- Coach for performance and development
- Manage corrective action

Questions to Ask

- What support do they need to keep on track?
- Are they aware of their own behavior and its impact on their results?
- How can I stimulate their growth and development?