



Meet the Speaker

Angela Hansen

Angela Hansen is an HR professional with more than 20 years of experience in employee relations, leadership, performance management, policy development, benefits, recruiting and corporate compliance. Angela is a public speaking pro and enjoys helping groups enhance their understanding of human working relationships through her engaging and relaxed style. She has presented on a broad range of subjects, including: managing conflict; engaging in difficult conversations; performance management; creating a positive work culture; and social styles, to name a few. She holds a BS in Organizational Leadership and is a member of the Society for Human Resources Management.



DYNAMIC APPROACHES TO PERFORMANCE MANAGEMENT

DECEMBER 4, 2019



**Human.
Resources.
Consulting.**

PERFORMANCE EVALUATION FORM

EMPLOYEE NAME: _____
 JOB TITLE: _____
 DATE: _____

DEPARTMENT: _____
 EVALUATION PERIOD: _____
 REVIEWED BY (Name & Title): _____

Instructions: Evaluate the employee on the job being performed. Check the box, which most accurately expresses your overall rating on each category. Comments, including recommendations for improvement, must accompany each category.

Ratings:	5 =	Exceptional	Exceptional performance, far exceeding the requirements/expectations of this position during the evaluation period.
	4 =	Exceeds Expectations	Consistently exceeds the requirements/expectations of this position during the evaluation period.
	3 =	Proficient	Met the requirements/expectations of this position during the evaluation period.
	2 =	Marginal	Met some, but not all of the requirements/expectations of this position during the evaluation period.
	1 =	Unsatisfactory	Performance does not meet the primary/essential expectations of this position. Immediate and substantial improvement is necessary.

Job Performance	5	4	3	2	1
<ul style="list-style-type: none"> Understands the information and responsibilities pertinent to the job Applies skills and abilities to perform required duties Follows through and completes assignments timely Works efficiently to fulfill the needs of customers and others Continually strives to improve work processes 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMMENTS: _____

Customer Service	5	4	3	2	1
<ul style="list-style-type: none"> Recognizes serving others as the priority Responds to customers' requests, and/or complaints in a timely and thorough manner Maintains a welcoming, respectful, and professional demeanor <i>at all times</i> Resolves customer service issues with a positive attitude Supports staff in addressing customer service issues 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMMENTS: _____

Policy Compliance/Safety	5	4	3	2	1
<ul style="list-style-type: none"> Understands and demonstrates safe work practices Maintains all required safety certifications, documentation, and manuals Follows all required safety practices and appropriate methods for caring for equipment Models and assists others on matters concerning safety 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMMENTS: _____



Human.
Resources.
Consulting.

Only 1 in 5 employees
feel their company's performance
evaluation system motivates or
inspires them

50% of employees know what
is expected of them at work

Gallup estimates
**\$960B per year cost to
employers**
due to poor management and lost
productivity



Human.
Resources.
Consulting.

POTENTIAL

- Employee Engagement
- Motivation and Inspiration
- Reduced Turnover
- Increased Productivity

Referrals

Trust

Enhanced Connections

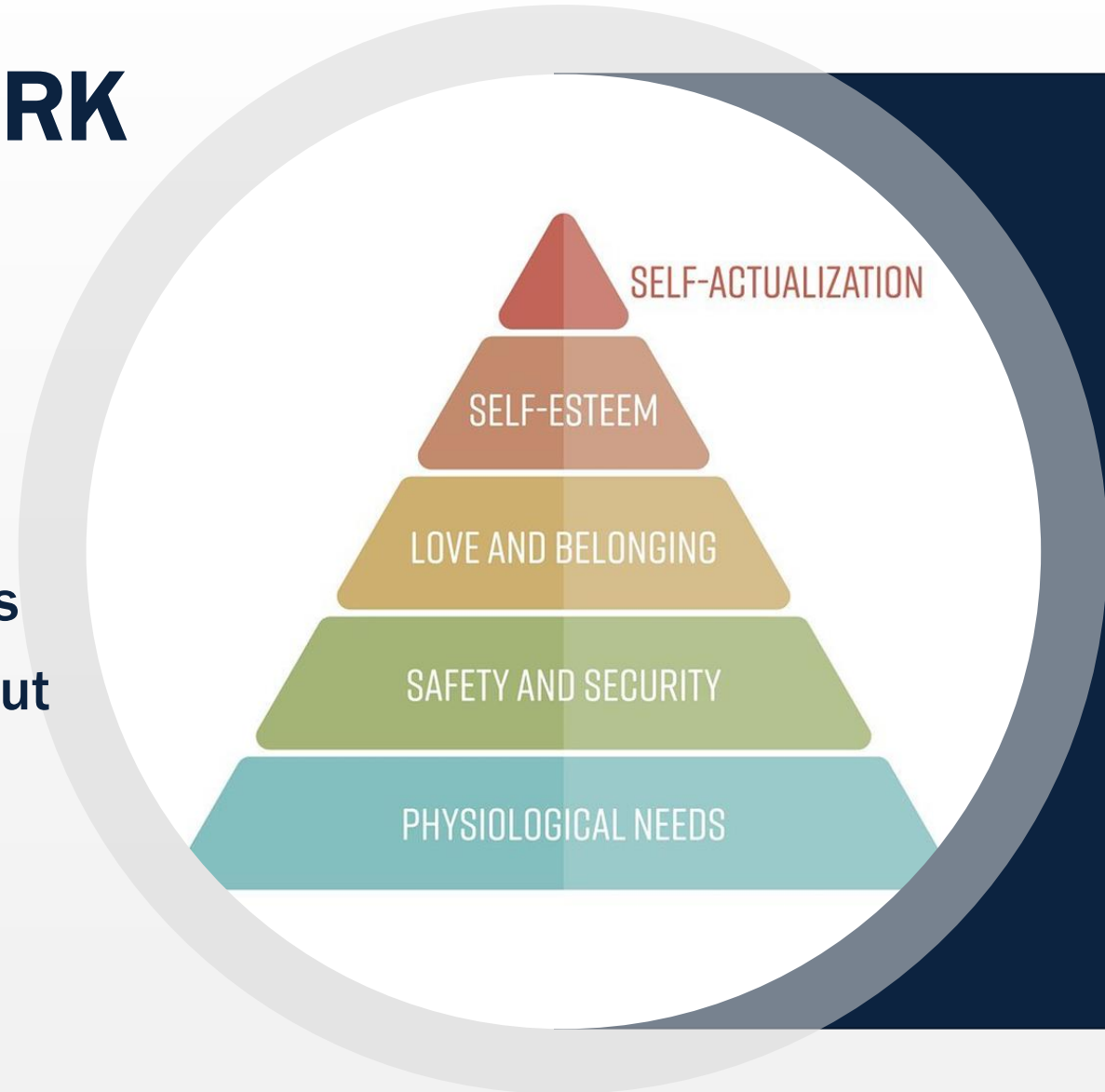
Longevity



Human.
Resources.
Consulting.

BASIC NEEDS AT WORK

- Know what is expected
- Have materials / equipment needed
- Opportunity to use strengths
- Receipt of recognition last 7 days
- Supervisor / someone cares about me as a person
- Someone encourages my development



Human.
Resources.
Consulting.

SQ

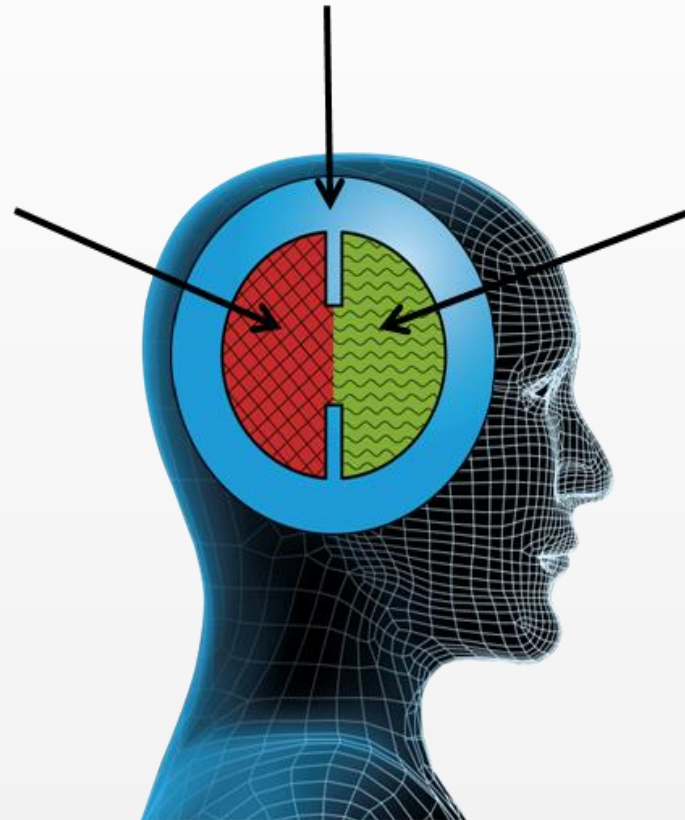
spiritual intelligence
whole brain

IQ

Intellectual
intelligence
left brain

EQ

emotional
intelligence
right brain



- Spatial ability
- Mathematical ability
- Language ability
- Memory ability

- Self-awareness
- Self- management
- Social awareness
- Relationship management



Human.
Resources.
Consulting.

COACHING



**Focus on
Strengths**



**Provide
Opportunities to
Learn and Grow**



**Future
Orientation**



**Draw Abilities
Out vs. Putting
Skills In**

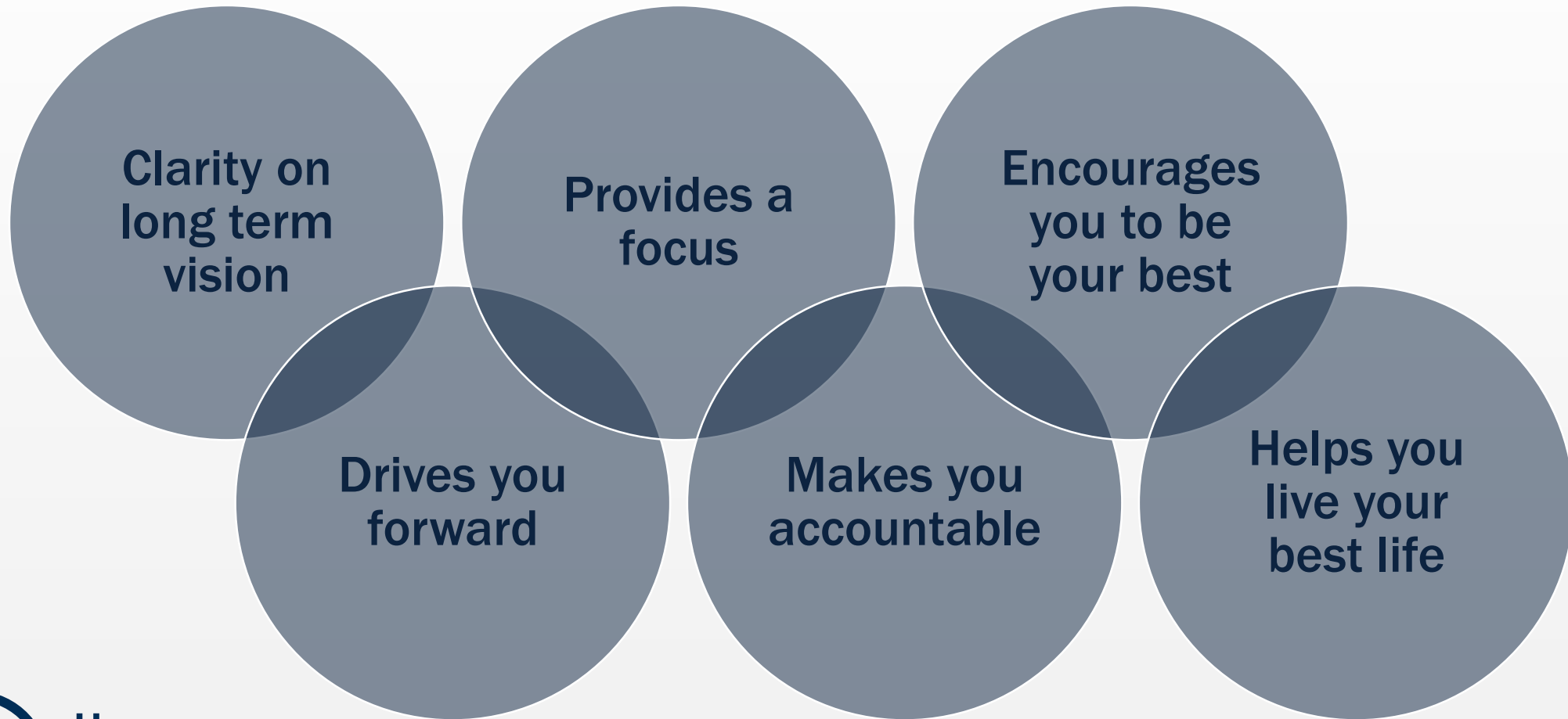


**Human.
Resources.
Consulting.**

EXCELLENCE



GOALS



Human.
Resources.
Consulting.



Human.
Resources.
Consulting.

Specific **M**easurable **A**ttainable **R**elevant **T**ime-Bound

S

- What is your goal?
- Exceed sales by 10% next year

M

- How much?
- 10% or \$250,000

A

- Is it attainable?
- Yes, by increasing sales by \$4,808/week

R

- Is it relevant?
- Yes, contributes to company growth goals

T

- In what time period?
- FY 2020



Human.
Resources.
Consulting.

FEEDBACK



**Assumptions
Made in the
Absence of
Information**



**Reaction of
Supervisor vs
Rating by
Supervisor**



**Focus on
What is
Going Well**



**Make it a
Point to Take
an Interest**

DOCUMENTATION TIPS

**Start with the
employee**

**Keep it simple,
use what you like**

**Document
coaching along
the way, use dates**

**Use specific
examples and
direct quotes**

**Objectivity vs.
subjectivity**

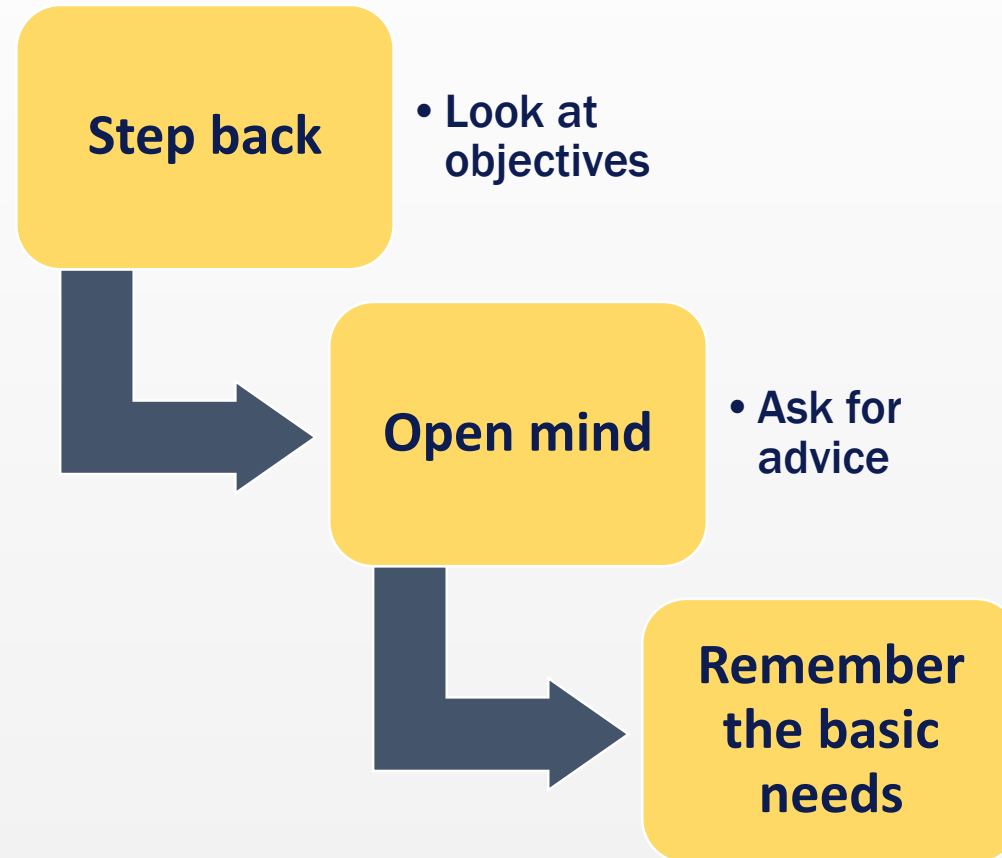
**Use as one more
communication
tool**

**Consider that
anyone/everyone
could someday
see it**



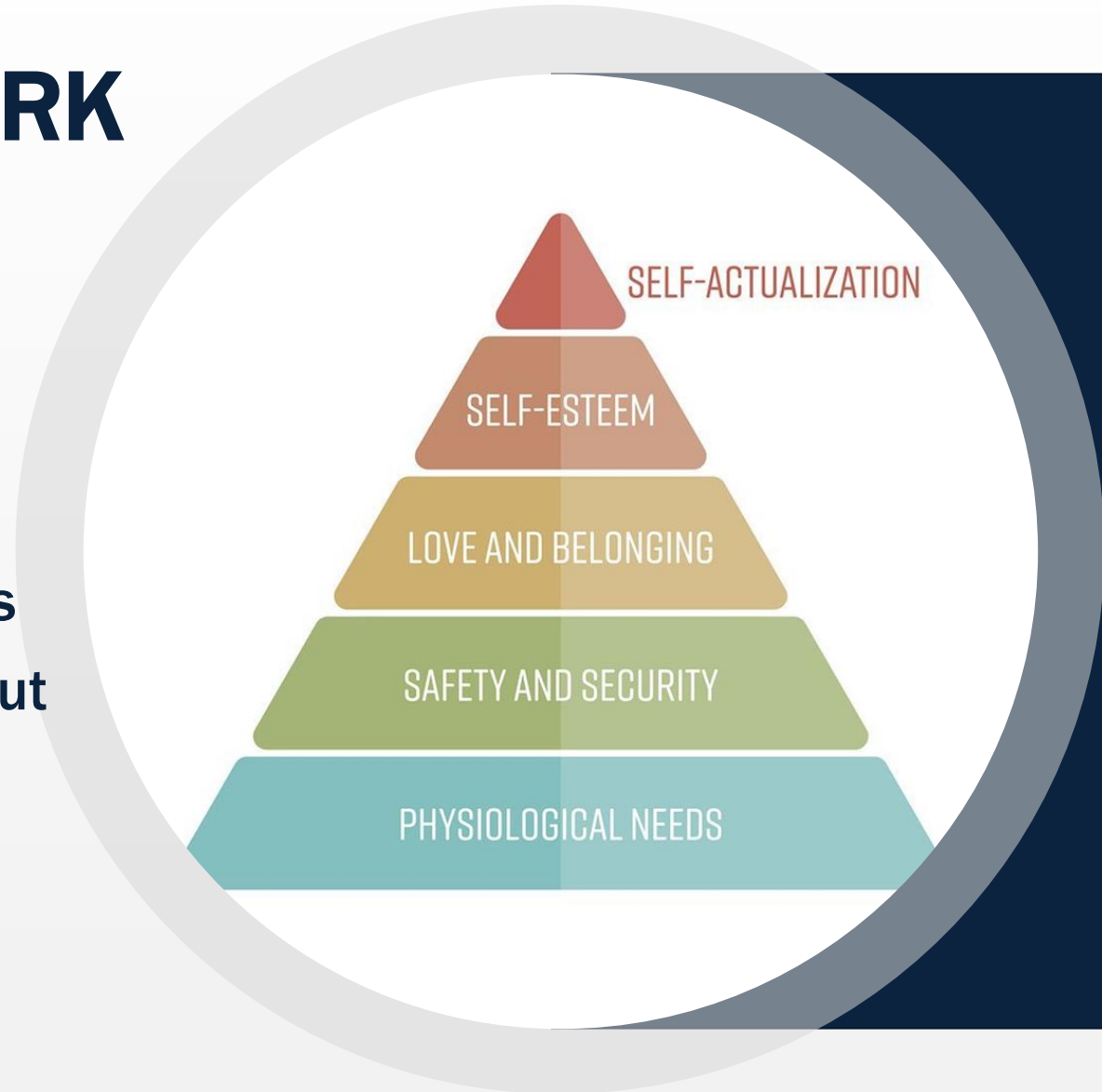
**Human.
Resources.
Consulting.**

REFINE OR RE-DESIGN



BASIC NEEDS AT WORK

- Know what is expected
- Have materials / equipment needed
- Opportunity to use strengths
- Receipt of recognition last 7 days
- Supervisor / someone cares about me as a person
- Someone encourages my development



Human.
Resources.
Consulting.

WHAT WE CAN DO NOW



Human.
Resources.
Consulting.

Performance Evaluation

Employee Name	Enter employee name	Position Title	Enter employee title
Department	Enter employee department	Supervisor	Enter supervisor name
Form Start Date	Click or tap to enter a date.	Evaluation Meeting Date	Click or tap to enter a date.

Purpose, Beliefs and Values

We are here to.....

Statement 1

Statement 2

Statement 3

Statement 4

Accomplishments

Review your job description and What we Believe above

1. Make notes on the job description so we can do updates as needed.
2. Answer each question below with as much text as you wish.

What do I do well?

Enter the things you do particularly well during the course of your work

What can I improve upon?

Enter the things you believe you can improve

What do I want more of?

Enter the things you really like and want more of

What do I want less of?

Enter the things you want less of

How can we help you?

Enter ideas of ways we can help you

Individual Goals

Think about goals you can accomplish consistent with your role and responsibilities that contribute to ABC Company's beliefs and business success. In proposing your goals, make sure the SMART criteria is utilized.

1. Specific
2. Measurable
3. Attainable
4. Relevant
5. Time Bound

Specific Goal	How to Measure	Attainable?	How it is Relevant	How it is Timed
Describe a specific goal	How is it measured	Enter Yes or discuss with supervisor	Describe it's relevance	Describe timing target for completion
Describe a specific goal	How is it measured	Enter Yes or discuss with supervisor	Describe it's relevance	Describe timing target for completion
Describe a specific goal	How is it measured	Enter Yes or discuss with supervisor	Describe it's relevance	Describe timing target for completion

Supervisor Notes

Supervisor Comments and Reactions to Accomplishments Section:

Supervisor comments and reactions

Supervisor Comments and Reactions to Goals Section:

Supervisor comments and reactions

Acknowledgements

Employee Signature	Supervisor Signature
Date	Date

EMERGING WORKPLACE EXPECTATIONS ARE SHIFTING

WHAT FUTURE WORKPLACES WANT AND NEED

THE PAST

My Paycheck

My Satisfaction

My Boss

My Annual Review

My Weaknesses

My Job

OUR FUTURE

My Purpose

My Development

My Coach

My Ongoing Conversations

My Strengths

My Life



Human.
Resources.
Consulting.



THANK YOU!



ANGELA@KMAHR.COM



WWW.KMAHR.COM



Human.
Resources.
Consulting.

Remember to Complete the Speaker Survey



[Supportingstrategies.com/bootcamp](https://supportingstrategies.com/bootcamp)



'click' event name



scroll to agenda



select your speaker



Human.
Resources.
Consulting.



Tactical Skills
for the Growing Business