

PERFORMANCE IMPROVEMENT AND MANAGEMENT



OUR APPROACH

Using effective performance management in your business is often about **applying common sense** and a **step-by-step process**.

Common sense tells us that people inherently want to do a good job. They want to know when they are doing well, and they want the knowledge and the chance to change things if they are not.

At the heart of effective performance management are **clearly set expectations**, reinforced consistently through feedback, enabled through people development and, where needed enforced through disciplinary measures.

We believe that when people are given clear expectations and the encouragement and means to meet those, they will be intrinsically driven to perform and conduct themselves to meet those expectations. Performance improvement and management should be approached with this mindset as the Manager's mindset is a key piece in the success of the process.

THE REAL COST OF GETTING IT WRONG

- ☑ Managers spend **210 hours** a year on performance management and employees spend **40 hours** per year (Gartner). Time is money! Businesses need to ensure that their approach to performance improvement and performance management is effective and efficient.
- ☑ Performance and conduct issues ending in termination may result in a **Fair Work Unfair Dismissal Claim**. When a business is not able to defend the decision or the process, the risks are penalties of up to 6 months of the employee's wages or an order to reinstate.
- ☑ The intent of the process is to steer the employee back on track and retain them as a valuable, contributing team member. Poorly or clumsily handled processes may result in **disengagement, demotivation** and ultimately the **loss** of what may otherwise have been a valuable team member.

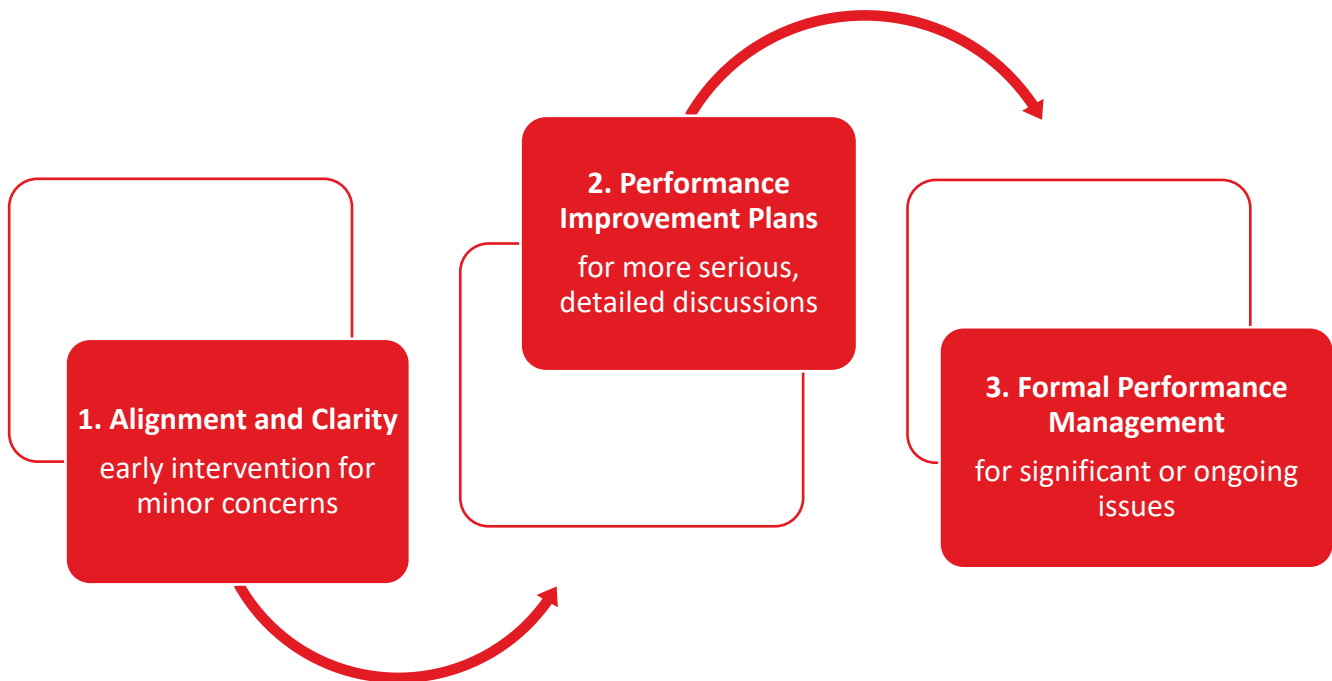


"It is so important to ask the right questions and be given the right advice. Particularly when it comes to employees. The knowledge and support from the Focus HR team has really helped us navigate some very tricky situations."

Lizzy King - CEO, Toowoomba Turf Club

PROCESS OVERVIEW

The performance/conduct improvement and management process has three main phases.



The process is **not necessarily linear**. An issue may warrant starting at the Performance Improvement Plan or even the Formal Performance Management stage, or it may start at Performance Improvement Plans and downgrade to Alignment and Clarity discussions once expectations have been met and you are simply monitoring. The process may also stop at any point where the performance or conduct is improved or may progress through to termination of employment.

HOW WE CAN HELP

Focus HR can assist businesses navigating the process of performance improvement and management in a range of including:

- Providing a complete 'DIY' kit for Performance Improvement to Management
- Walking alongside Managers in managing serious performance and misconduct issues
- Being your sounding board for balanced advice on managing your people issues



From hire to retire, we can help. By delivering tools to help you create engaged, effective teams. By developing curious and courageous leaders within your team. And by building bold strategies to make your business robust and resilient.

Contact us for an obligation-free chat today.

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