



Welcome to the **Discovering your True Potential** newsletter.

Blitzing those Performance Appraisals!

Hello and Welcome to 2011!

Tell me, what are your first thoughts when you hear the words; Performance Appraisal? Do you feel that 'thud' in the pit of your stomach? Do your stress levels fly through the roof?

Does your head get full of 'what if' scenarios that leave you feeling paranoid and wondering what you did wrong over the past year?

Or if you're a Manager, do you hear yourself muttering about what a 'waste of time' these things are? Or how demotivated your staff are in preparing for them....

Well, you're not alone. So how do we make Performance Appraisals **sexy**?

To begin with, perhaps I can share my view of what a Performance Appraisal could look like.

'PA' (Performance Appraisal), to me, would be friendly, professional and exciting. They would review the past year's results, with opportunity to learn or ask how performance could be improved for the next year (although, if there is any doubt or issue during the year, there would always be opportunity to discuss throughout the year, rather than waiting for the appraisal meeting).

New challenges would be discussed for the coming year as well as any constraints that could hinder a good result. Training, up-skilling, and any other development opportunities would be discussed openly and planned where needed to gain the desired result.

Results: What do they look like? Results would be openly discussed. What are the 'expected' results? Do both parties agree at what this looks like? There would be clear and concise understanding by both parties.

Reward and recognition would also be discussed. What reward or recognition would suit best?

Motivation: How motivated are the parties in achieving these results?

To get the best results from Performance Appraisals, both the Manager and staff member need to feel engaged and motivated by them.

Q: How are Performance Appraisals approached and introduced in your company?

As you may have already discovered many times; All people are different and are motivated by different things in life and work. Creating a process that is motivating and engaging for everyone can be extremely difficult, however, not impossible.

Q: Are you aware of what motivates your employees/ colleagues/ manager?

Allowing a process whereby the results of the appraisal meetings are positive and forward focused will help keep engagement and motivation alive. Both parties should have input and feel a 'belonging' to the process.

Q: Does the process allow for both parties to speak freely and have input?

Q: Are 'SMART' goals set during the appraisal process that results can be accurately measured by?

Everybody needs to feel rewarded for 'good work done well'. It's a part of our make up to need some form of recognition when we have achieved something. Everyone is different in what reward is satisfying to them, for example, some people are satisfied with financial recognition; be it a bonus or a pay rise. Others may be satisfied with formal recognition in the form of an award, such as 'employee of the year'. Others may feel satisfied with recognition of their personal time, in the form of extra leave; an extra day off. Unfortunately, this is not a 'one rule fits all', so how about mixing it up a little. Allowing choice for an individual can be incredibly motivating and engaging. If they feel they have a part in the appraisal process, rather than just being 'interrogated' during

the meetings, there may be more enjoyment for everyone.

Q: Is 'reward and recognition' discussed during your appraisal process?

For people to continue to be challenged, they need to learn new ways of doing things, or up-skill in some way to stretch their own abilities. Personal and professional development is an important part of Performance Appraisal outcomes. If people feel adequately supported and developed, then they tend to perform and achieve the expected outcome. Generally if there are doubts in their minds, then they will usually put that task/duty/target off and into the 'too hard basket'.

Personal and professional development can come in many forms:

- Structured training courses
- Books and manuals
- Coaching
- Further educational studies
- etc....

Coaching Questions:

1. What three things motivate you to work better?
2. What three things could you improve in your performance?
3. What constraints stop you from improving?
4. What are two ways you could overcome those constraints?

Resources:

Check out my website: www.truepotentialdiscoveries.co.nz for further information on the latest Coaching Workbooks and Coaching Services.

Remember, True Potential Discoveries can coach in person, over the phone, or by Skype, so distance is no barrier. Call or email today to discuss how coaching can help you and your team.

Recommended Books:

Quiet Leadership - Six Steps for Transforming Performance at Work: David Rock

Personal Best - Step by step Coaching to achieve your personal and professional goals: David Rock

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