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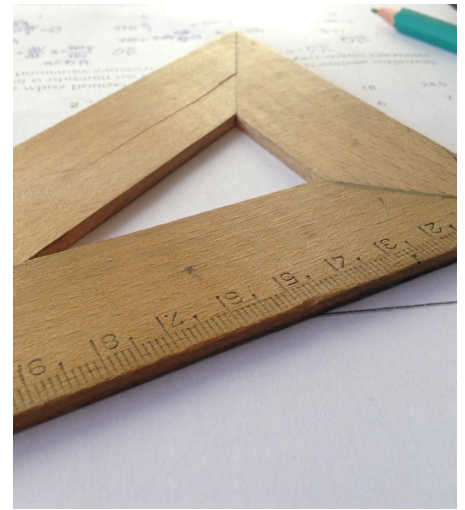
Newsletter

January '16

MEASURING EMPLOYEE PERFORMANCE

In December's newsletter we looked at setting personal and work goals. With the New Year upon us it seems appropriate to follow this by an article on "Measuring Employee Performance" as productive employees are the lifeblood of every business. How do you assess their performance levels? Do they understand your goals and expectations as well as their own? Are they meeting their personal objectives?

Every company should continually monitor and evaluate their employee's objectives through regular "keeping in touch" (KIT) meetings but here are some other tips to help you look at the overall picture and your company is on the right track:



Quality of work: The timely completion of projects to the desired standard is a key indicator in measuring employee performance. Is the work being carried out average or outstanding? Are they committing maximum effort to projects? Is their attitude affecting their ability to meet your expectations? Do they understand their personal performance objectives? The answers to those questions will help you to understand the root causes of any problems.

Observe personal habits: Perpetual bad habits can detract from employee performance. This may include indulging in office gossip, taking unauthorised breaks, disruptive behaviour and the use of computers for personal reasons (such as social media, online shopping). In order to prevent these habits from being adopted by their co-workers, you must be clear on what is acceptable in your business and issue an appropriate behavioural code.

Check their attitude: A bad attitude will often manifest itself in insubordinate behaviour. Again, this is indicative of an individual who is unlikely to be meeting their performance objectives. Typically, these employees will not comply with company policies and are likely to display disrespect for your company and co-workers.

Review personal presentation: Most firms have a professional dress code appropriate to the job and company culture. Employees who disregard your expectations and present a dishevelled or careless appearance reflect badly on your image. It's likely that their performance will be failing to meet your expectations too.

Carry out a client survey: The consequences of poor employee performance will ultimately manifest themselves in customer service. A client survey can quickly identify issues with individuals. A positive response means your employee performance is meeting or exceeding expectations. What is the overall customer service experience of your clients?

Carry out random checks: Depending on the nature of your business consider implementing random checks against quality standards. This may include reviewing telephone calls and checking records. While your employees may be aware of this policy, the random nature of the checks can motivate staff to put in a consistent performance.

Evaluating employee performance should be carried out on an on-going basis and encompass all areas of their work ethic and individual achievements. Remember too, that poor performance or negative behaviours can also be symptomatic of an underlying problem with your organisation's culture, so have a plan in place to address any issues you discover.



Contact Us... 0114 360 1233 info@trivolution.co.uk

The Old Colliery Offices, Colliery Road,
Kiveton Park, Sheffield, S26 6LR

