

QTIC - Employer Help 5. Managing Staff Performance

Instruction for Managers

- Complete this checklist and look closely at what you do, make notes on what you can improve
 - Don't forget to be in contact with your Association and ask if they have resources to help you
- Most importantly, pop this into your HR Plan for your business

Information	Tips
How do I define what I expect?	<p>Make sure everybody has a Position Description – it doesn't have to be long – it just has to outline what they "Have to Do" and your expectations of "how we treat each other around here".</p> <p>When staff start, have them sign the Position Description as part of your Orientation – this will get the administration out of the way – and give staff a good start!</p> <p>Update and review annually your Position Descriptions – have your staff do it for themselves – this will save you time and they will enjoy being involved.</p>
How do I help staff to perform well?	<p>Do you give your staff feedback? Most staff only hear when things are not right – not when they are doing a good job.</p> <p>If you are constantly giving constructive feedback – you will create a better relationship with your staff.</p> <p>If you are not sure how to provide feedback to staff –attend training or talk to your Association or a Coach for techniques</p>
How do I give staff meaningful feedback	<p>Annual or six monthly reviews and coaching sessions are a great way to schedule time out and have a real conversation about the work, performance, the business and future planning.</p> <p>Don't skip this one – it is valuable for both of you. It doesn't need to be very formal or need complex documents – it needs to be real.</p>
How do I give feedback, when I am so busy	<p>Don't get caught in managing staff in a reactive way.</p> <p>Plan, plan, plan. Establish a simple HR Plan for your business and schedule your tasks so you don't need to remember and you make the time to do it.</p> <p>This will reduce the amount of last minute staff management tasks that are "reactive".</p>
What if I have a problem with staff performance? What should I do?	<p>Number one Golden Rule – Don't ignore poor performance.</p> <p>Talking about your performance expectations - doesn't mean you will loose staff – it will help you keep them!</p> <ul style="list-style-type: none"> • Remember – do they know what is expected from you in the first place? • Have they got the right resources to the job? • Have you trained them to your standard? • Is this an issue with one staff member or more? • If you have addressed all the above, then provide feedback respectfully <p>If you are unsure of how to deal with a specific situation – this is what your Associations or advisors are for. So use them!</p>
What if staff are doing a great job? What should I do?	<p>Make sure you understand what motivates your staff to work with you.</p> <p>Do a survey on staff and their satisfaction – this will help you to understand what motivates them – then you can reward them in a way that they appreciate!</p> <p>Think about it, some staff enjoy recognition; others prefer a personal thank you. Be mindful of what is in it for the staff member.</p>
What do I do to improve productivity?	<p>Productivity and satisfaction for the job go hand in hand.</p> <p>Make sure you have good benchmarking in your business and you understand the targets that drive your business. Share this with the team that makes it happen. You can break down organizational targets into targets for individuals. Get staff involved in understanding the job that they are doing – and why they are doing it.</p>