

Issue 6, May 2005

We are almost at the end of this Financial Year. With budgets being finalised and, in some cases, salaries reviewed this is a popular time for Appraisals – the feature article in this issue of People Matters.

This month in addition to welcoming our regular readers, we have several new readers to welcome to People Matters. Our format of one page per month with a feature topic is proving popular.

FAQ

This section will appear from time to time, to answer common questions. The first one is “How can I give feedback without offending?”

- Be specific and talk about behaviour that has been seen, not “you did this”
- Describe the impact of the behaviour and how you feel about it
- Talk about alternatives and the desired outcome

Call or email us to get a full copy the 5 Steps to Effective Feedback.

DuJour



Now the fun part of your appraisal;
you get to rate ME...

Send us your questions or suggestions for topics.

Effective Appraisals

Lack of communication from managers is an ongoing complaint by employees, showing up in research and also in our discussions with people. Appraisals do not replace other types of communication, they allow more effective communication that is relevant to each person.

Everyone is busy and it can be daunting to think of the amount of time taken up with appraisals. However by following the 6 tips below you will ensure the time spent is worthwhile.

1. Agree the **date and time** in advance – allow 1 hour per person
2. Allow sufficient time to **prepare** for the discussion – consider the criteria and note examples to support your rating
3. Let the appraisee talk first, and **listen** to what they say
4. Be **honest** – if there is an issue, you must address it. To do otherwise can open your company to liability if later dismissal is challenged. If you don't tell them, the odds are they don't know therefore can't change. Make sure you also record the discussion.
5. Give **positive feedback** and examples of behaviour, not just the negatives. This is key in helping your people to become more engaged – disengaged employees are the ones who turn up to work but you know are not really present!
6. **Follow up** afterwards on any actions that were agreed.

Facilitation of appraisals is continuing to be popular with our clients. To discuss this option, please give Carolyn Hughes or Laura Birley a call on 03 9533 0923.

If someone else in your business would be interested in People Matters let us know and we will forward a copy to them.

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