

People Matters

Issue 9, August 2005

We often hear the catch phrase 'performance management', but what does it mean and why is it so important? This month's topic is about managing the performance of your people to ensure they are achieving their best and the business is meeting its goals.

We look at the different elements of performance management and its importance to the success of the business in all aspects, from recruitment through to retention.

Next month People Matters will look at the importance of Teamwork.

New Website

We are launching our new website early next week and welcome any feedback you may have for us. The address is the same www.dynamicpeople.com.au.

Welcome Back!

This month, we also welcome back one of our Admin ladies, Sam, who has just successfully completed a six month exchange in Chile as part of her Arts degree.



Do you have a question you would like answered? Let us know - your suggestions for topics are welcome.

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

Performance Management

Performance Management is all about clarifying expectations from both sides, so that people can play an engaged role at work.

An engaged role means having a very clear understanding, particularly in a smaller business where people can wear a number of different hats, of what people are accountable for and what they have responsibility over. This has implications for them individually and for the team they work in, whether that is a work group or the organisation as a whole.

Role ambiguity has been recognised as a major cause of stress on the job. Part of good performance management therefore is having mutually agreed and clearly defined and documented key outcomes and performance indicators - JODs™. This gives people an understanding of where they fit in the bigger picture and what is expected.

Clearly defined expectations of behaviour (set down by the company values and policies) are also seen as vital to an employee's understanding of what is expected. Regular feedback, given frequently and straight away, both positive and constructive, on these areas is vital to keeping people on track.

A recent case before the Federal Court highlighted the importance of performance management. Here the employer had a favourable outcome in an unfair dismissal case for taking a proactive approach in providing assistance and guidance on an employee's poor performance.

Please contact us if you would like an update of your current JODs™ or appraisals (particularly if your values have been changed or revamped).