Trends in Performance Management

Angelo Fernandez,
Owner, FreeForm Consulting
3 Interesting Statistics on Feedback

77% of HR execs believe performance reviews aren’t an accurate representation of employee performance.

92% of respondents agreed with the assertion, “Negative (redirecting) feedback, if delivered appropriately, is effective at improving performance.”

80% of Gen Y said they prefer on-the-spot recognition over formal reviews.

-Zenger & Folkman
Best Practices

- Deliver feedback frequently
- Ensure your feedback is accurate
- Be specific! Use examples
- Feedback should be delivered as soon as possible
- Document positive and corrective feedback

- Create opportunities to practice delivering corrective feedback or confrontation
- Make it a two-way street and accept feedback
- Rounding
Trends in Format & Technology

- 15:5:12 Evaluation Format
- Separating evaluations & merit
- Pulse Checks & Stay Interviews
- Visibility!
- Help staff set professional and personal goals
- 70:20:10 Development Structure

- Find the right technology that supports your culture
- “Short-Wave” Communication Tools
- Data and AI will improve feedback delivery
Discussion

Open Dialogue

What is working in your organization?
Questions?