



# 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.

*-Zenger & Folkman*

**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.

# 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?

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# Questions?



# Thank You!

Angelo Fernandez

[angelo@freeformnow.com](mailto:angelo@freeformnow.com)

(720) 841-8667