

Lesson 5 Key Takeaways: Make Performance Reviews A Year-Round Development Tool Vs. A One-Time Event



Why Give Ongoing Feedback?

Ongoing feedback builds employee relationships and keeps them performing at their best throughout the year. It creates the opportunity to praise behavior you want to see more of and correct behavior you want to see less of. Plus, it makes preparation for the formal performance review easier.

Whether you're looking to motivate, improve performance or get buy-in, it boils down to your employees doing what you need them to do. And for this to happen, effective feedback is key.

The Performance Improvement Pathway



Using performance reviews as a year-round development tool decreases the chances of \ future discipline and performance issues.

Ongoing Performance Management Styles

- **New Employees** respond to a more directive leadership style where tasks are clearly defined and you are able to coach your employee every step of the way.
- **Seasoned Employees** respond to achievement-orientated leadership because it challenges them to rise to a higher level and allows them the autonomy needed to achieve their own success based on their abilities and experiences.

What Does Ongoing Feedback Look Like?

Ongoing feedback is essential to your team's success. No one likes surprises when it comes to performance reviews. Providing ongoing feedback to your employees helps them to adjust when necessary and keep doing those things that contribute the most to overall organizational goals. There are five elements to effective ongoing feedback:

1. **Timely:** When you see something worth mentioning, good or bad, address it immediately.
2. **Specific:** Whether you are complimenting or correcting behavior, tell the employee specifically what behavior you are addressing so the message is clear.
3. **Given in a safe environment:** Create a safe environment for the employee without any distractions. This will help you communicate effectively without getting sidetracked.
4. **Provides a plan of action:** Make an action plan with the employee to improve the situation. This way the employee will understand the problem and the actions they need to take to correct it.
5. **Follow-up:** Instead of waiting for the employee to make another mistake, follow-up early and often to make sure they are following the action plan and it's working.