



Optimizing Your Digital Business Model

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Today's Seminar

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- Overview
- Increased Interest
- Benefits
- Steps of Performance Management
- Manager's Role in Performance Management
- Measures of Performance
- Case Study
- Challenges
- Final Thoughts

Steps

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1. Plan

2. Monitor

3. Evaluate

4. Review

Manager's Effect on PM

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- Companies invest in world-class systems, but forget the importance of the people element
- Manager is key component, who gives the direction of the system
- Study on how manager affects effectiveness of the performance management system

Study

Employee rate managers on how much managers:

1. helped employee feel empowered
2. recognized or praised employees' achievements
3. cared about their employees
4. had regular discussion with employees



Monitor

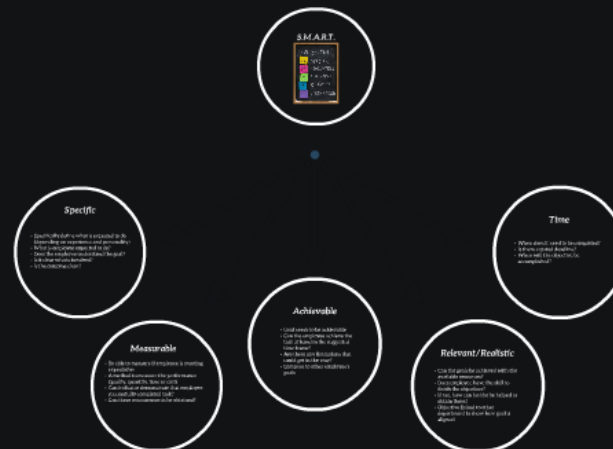
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- Constantly measuring performance and providing ongoing feedback to employees and work groups on their progress toward reaching their goals
- Provides the opportunity to check on how the process is going and to identify and resolve any issues early
- Effective coaching
 - direction, guidance, and support
 - maximize strengths and improve weaknesses

Plan

- Setting performance expectations and goals for groups and individuals to channel their effort toward achieving organizational objectives
- S.M.A.R.T.

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Review / Reward

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- Important to communicate the results with employee
- Compare actual results to expected results
- Recognition for positive results
- Identify short-comes
- New cycle begins

Evaluate

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- Evaluating employee performance against the elements and standards
- Summarizing performance /assign a performance rating
- Identify areas for improvement