



KinchLyons

consulting

where psychology means business

Performance Management Systems

To be effective, performance management requires that (a) processes (e.g. Performance Reviews) are in place and (b) people managers have the necessary skills. We can assist your organisation by designing and/or reviewing your processes (including 360° instruments) and/or training your people managers to be highly effective at motivating staff and facilitating sustained high performance. Training of staff (reviewees) is, of course, also highly important.

In general, an effective Performance Management System will deliver on two interrelated agendas, namely:

- 1. The goals and objectives of the business (and their mirrored equivalents at Department and Unit level) and*
- 2. The support and development of staff (including longer term career progression).*

To achieve this reviewers and reviewees require a tool-kit and a mind-set that makes authentic dialogue possible. Further, whilst Performance Management Reviews are perhaps the most formal and visible elements of a Performance Management System they must, to be truly effective and meaningful, be underpinned by an on-going performance culture of trust. Training therefore must also address these factors.

An effective **Performance Management System** will achieve an alignment between the strategic thrust of the business and the efforts of units, teams and individuals.

Call us to discuss your specific requirements.