

Performance management process



**ASSIGN
BUSTER**

15 Apr. Summary of the response to the questions: The strategies to align employees' goals with those of the companies are appointment of new team leaders and conducting meetings with the team leader once a month. Moreover, managers are coached to share responsibilities with the team leaders. Warnings issued are only verbal and written. In order to measure the performance management, a 30-day review of the competency of staff is conducted accompanied with an annual review for all. Besides, informal performance reviews are daily conducted. The annual performance reviews are based on five levels of analysis. Competency documents are required for the personnel file. Although HR guides the managers, yet it is managers who enforce the PM. PM ties into the organizational goal of excelling by providing the personnel with coaching, and increasing their interaction through meetings. Feedback is gathered from the staff in meetings and employee engagement surveys. Employees can get their complaints conveyed to the management through emails to the HR. Although employees are generally rewarded for displaying good performance, yet the company needs to improve its reward system. Teamwork motivates the employees. Besides, the nature of the work that requires helping the patients is so noble that employees feel self motivation. The department leader trains the employees. Improvement plans are prepared for three to four topics every month. Till 2011, the company will have a good behavior improvement program in place. Currently, the coaching system in place is quite informal and development of a mentoring program is due in future. So far, the coaching has not been up to the mark because of lack of stable management. However, the coaching system would be improved. Summary of the policy: It will be the responsibility of the Eating Recovery Center to provide the

employees with formal performance reviews on a regular basis. This process will be used by the company to assess the competence of employees responsible for the direct patient care. The very evaluation will lay basis for assessment of suitable increase in the merit pay. Also, it will help the managers in making informed decisions, including decisions regarding coaching assignments, transfers, and remediation. This will be achieved by developing performance standards for all jobs. The written description of every job will generate the standards. Within the first month of the job, every employee will receive a copy of job description. This along with the performance standards that apply on the particular job will be reviewed by the supervisor. Employee's 3 month performance will be evaluated between 3 to 4 months of hiring. In the annual reviews of performance which will be taken in October or November, a copy of the performance review documents will be placed in the file of employee after reviewing it with him/her. Improvement plan will be designed upon display of poor performance by the employee. Employees may seek performance updates and get their performance evaluated any time by the supervisor through feedback. The salary will be adjusted in case performance review is found not applicable.