

## Action plans



### Improve communication within your team

At the heart of it, performance management involves a business and its employee getting the most out of the relationship. For the business, the process involves ensuring it is able to best leverage the skills and experience an individual has while, or an employee, it helps drive learning and development key to their current job role and future career. Taking the time to ensure the way your business performance manages staff will help both sides and drive important improvements and change.

- **Effort:** High
- **Impact:** High

#### How will I know if my Action Plan is working?

Carrying out a staff satisfaction survey will indicate whether your Action Plan is working

#### Actions:

Define, or revisit to update, the strategic goals your business has for the next one, three and five years

- **Impact:** High
- **Suggested duration:** 7 days
- **Why this will help:** Implementing a business strategy is vital for the continued growth and success of a business. Taking the time to revisit what you've previously outlined, or start the process for the first time, will ensure it remains something that drives how your business looks and behaves.

#### Set up one-to-one conversations with each of your employees to find out what they see as their strengths and weaknesses

- **Impact:** High
- **Suggested duration:** 28 days
- **Why this will help:** Talking openly and honestly with your employees about their strengths and weaknesses will help you plan for a stronger future. It will also prevent you making assumptions about what individual motivations and issues are.

#### Now speak with line managers to see how those skills and weaknesses map to their thinking about the people they manage

- **Impact:** Medium
- **Suggested duration:** 14 days
- **Why this will help:** It's important to make sure you get input from both sides of the employee and manager relationship to ensure you are getting balanced feedback and are aware of how dynamics differ across different teams in your organisation. It will also help get buy in from those who will have

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closer day-to-day ownership of performance management.

### **Take these findings and use them with line managers to create a set of objectives using the SMART method that are owned by everyone and recognise where each member of staff can have the greatest impact**

- **Impact:** High
- **Suggested duration:** 21 days
- **Why this will help:** Learning how to set strategic goals will help you plan for an efficient, effective future. SMART goals, tailored to each individual employee, will give them the opportunity to have the maximum impact based on their experience and skillset as well as feeling closer to what the business is striving to do long term.

### **See how other businesses have managed to make similar performance management strategies stay relevant and impactful**

- **Impact:** Low
- **Suggested duration:** 3 days
- **Why this will help:** Learning from the experiences and lessons of fellow business leaders is the best way to direct your own improvement efforts.