



Revolutionizing Performance Management in Organizations

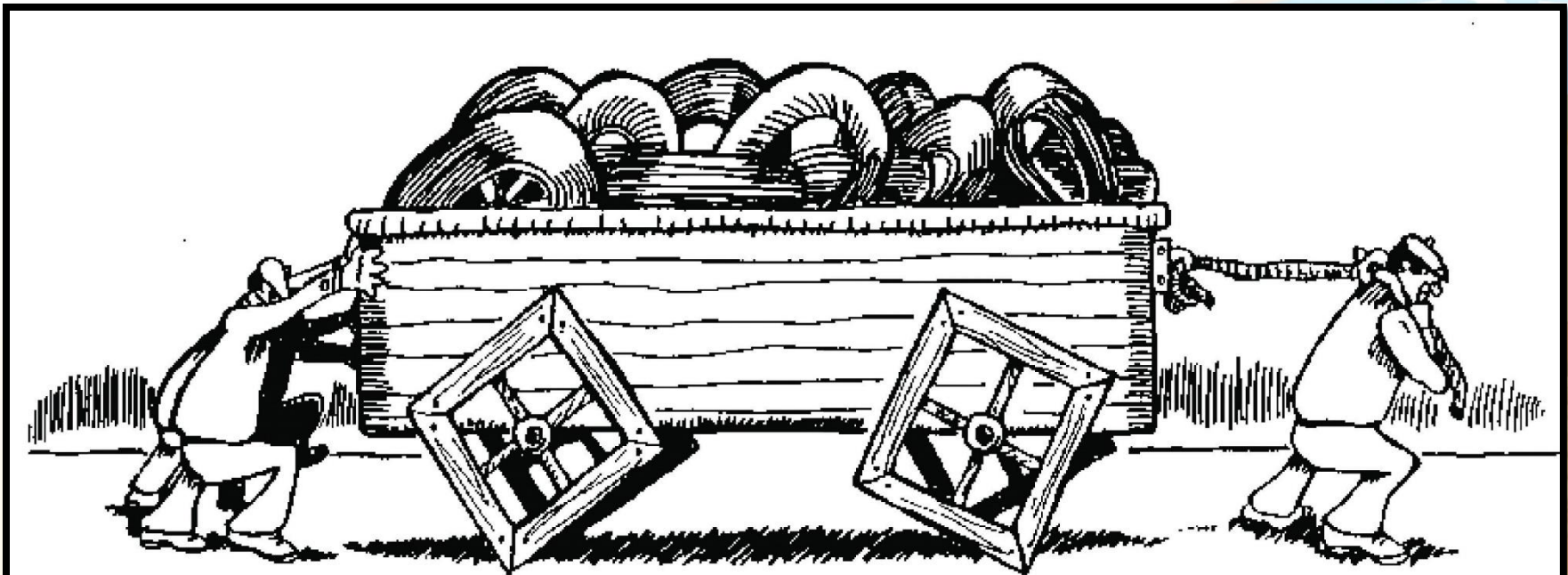
Marilyn D. Cardoso, Ph.D.
University President

Outline

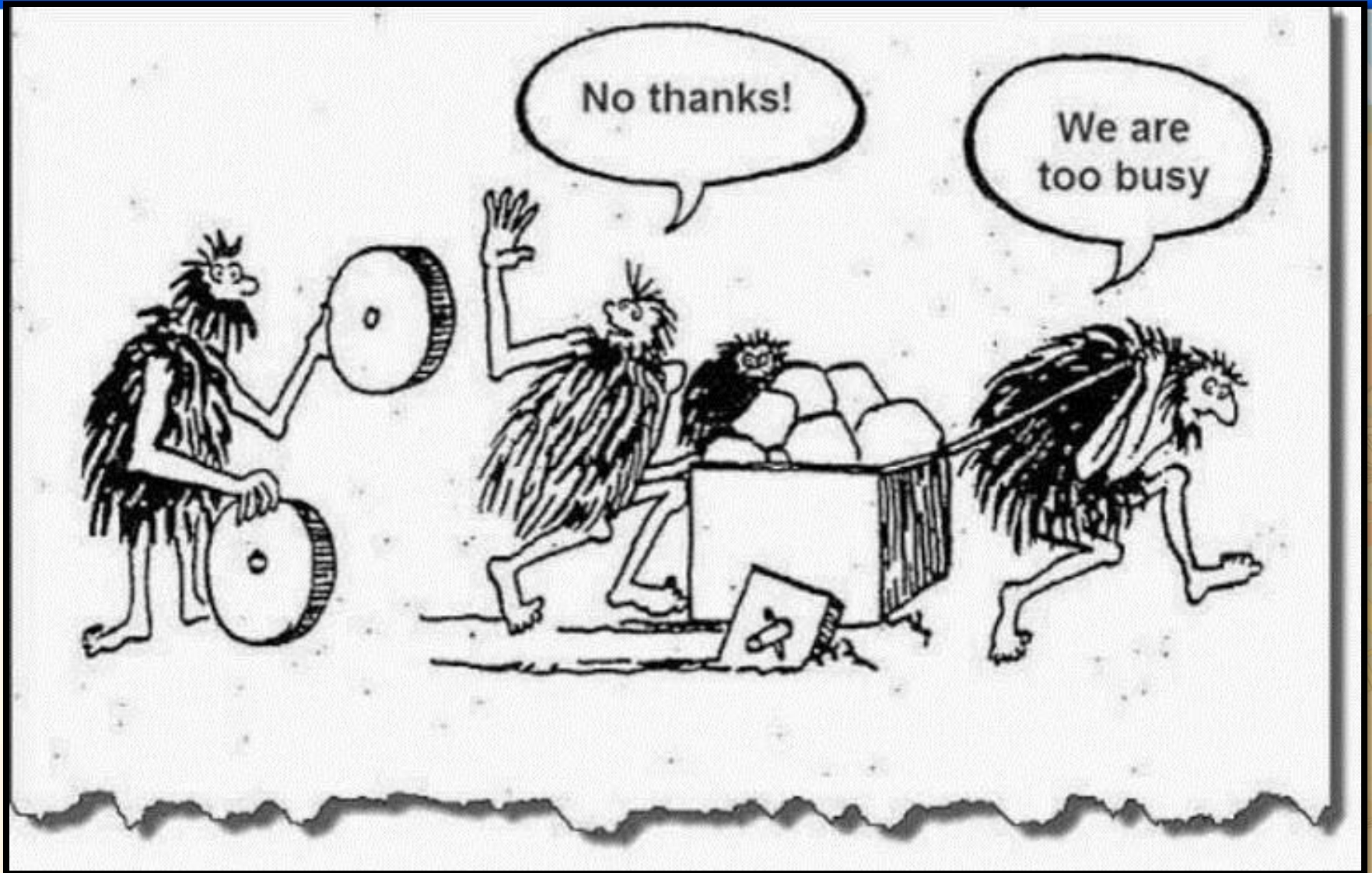
- **The Importance of Performance Management (PM)**
- **Ways to Revolutionize Performance Management (PM)**
- **Nature and Significance of Continuous Performance Management (CPM)**







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Performance Management

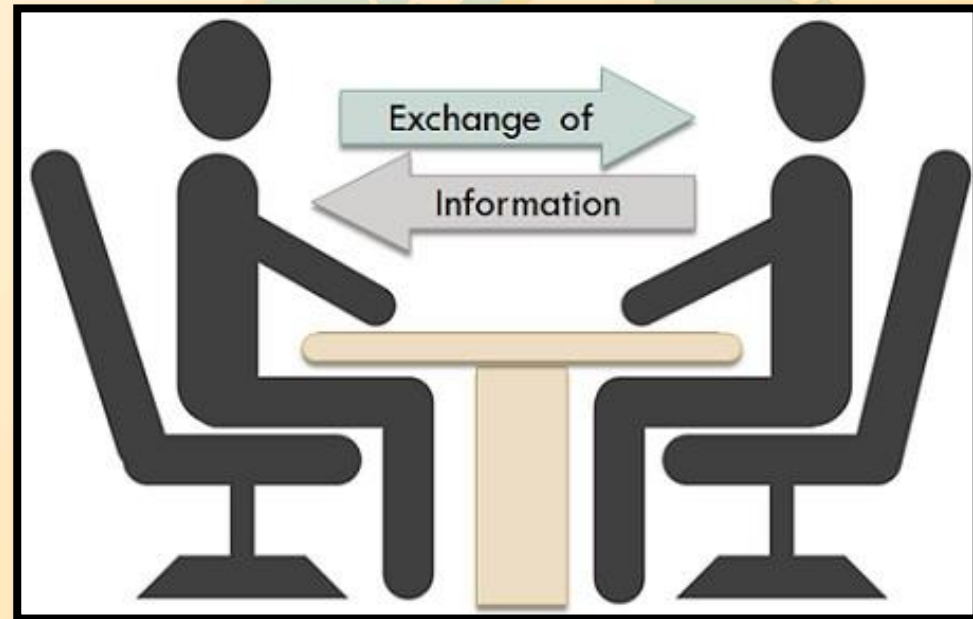


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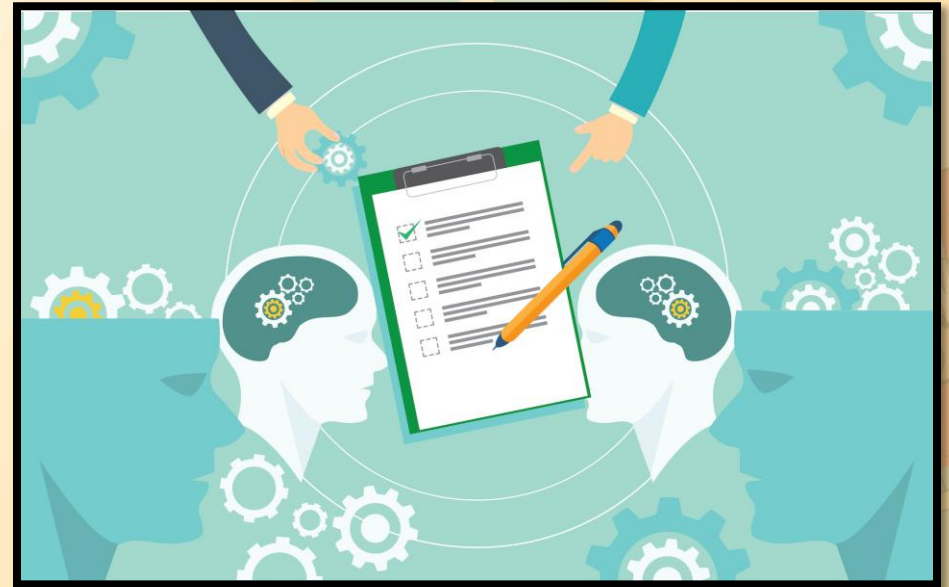
Performance ***M***anagement is an ***ongoing process of communication*** between a supervisor and an employee that occurs throughout the year, in **support of accomplishing the strategic objectives of the organization.**

The communication process includes

- *clarifying expectations*
- *setting objectives*
- *identifying goals*
- *providing feedback*
- *reviewing results.*



Importance of Performance Management



1. Set goals:

Explain to your team
what ***excellent
performance*** is.



Goals

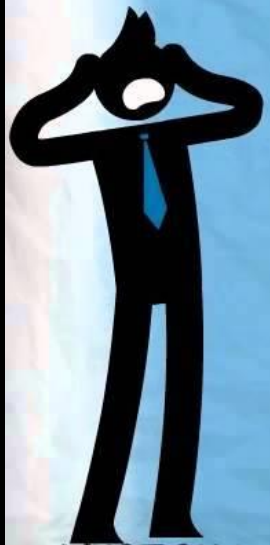
Better than SMART
is ***SMARTER.***



Specific
Measurable
Attainable
Relevant
Time-Bound
Evaluated
Recognized/Revisited



EMPLOYEES WANT TO KNOW.....



WHAT AM I
SUPPOSED TO
BE DOING?



HOW WELL AM I
REQUIRED TO DO
IT?



WHAT DO YOU
THINK OF MY
PERFORMANCE?



HOW WILL I BE
REWARDED?



HOW CAN I
IMPROVE MY
PERFORMANCE?



2. Develop accountable people:

Engage your
employees.



“Happy people do MORE and BETTER work.”

3. Managers who lead:

Develop leadership and coaching skills.



Leader

- Influences, inspires, supports, encourages and works continuously
- Gains respect not due to seniority but due to ability and character
- People oriented (not profit oriented)
- Innovates and collaborates (not dominates)
- Seeks commitment (not control)
- Focuses on vision (not on structure)
- Shows how work is done

4. Organizational transparency:

Encourage performance
improvement.



5. Give credit where it's due:

Incentivize
accomplishment.



Five Ways to *Revolutionize* Performance Management



FIVE BEST PRACTICES TO CREATE A CULTURE OF REAL-TIME FEEDBACK

-1-

Shift the focus from formal evaluations to **REAL-TIME FEEDBACK**.

-2-

Give **PERFORMANCE INSIGHTS** focused on development.

-3-

Make specific suggestions for **IMPROVEMENT**.

-4-

Establish a culture of **PEER-TO-PEER FEEDBACK**.

-5-

Use the help of **TECHNOLOGY TO MAKE FEEDBACK** the norm.

BetterME

1. Shift the focus away from only having formal evaluations to providing real-time feedback.



Move away from infrequent and informal evaluations and create an environment where performance conversations are expected to happen on an on-going basis

www.StarMeUp_Os "Ways to Revolutionize Performance Management"



2. Give PERFORMANCE INSIGHTS focused on development



3. Make specific suggestions for IMPROVEMENT.



4. Establish a culture of PEER-TO-PEER FEEDBACK.



**5. Use the help of
TECHNOLOGY TO
MAKE FEEDBACK
the norm.**



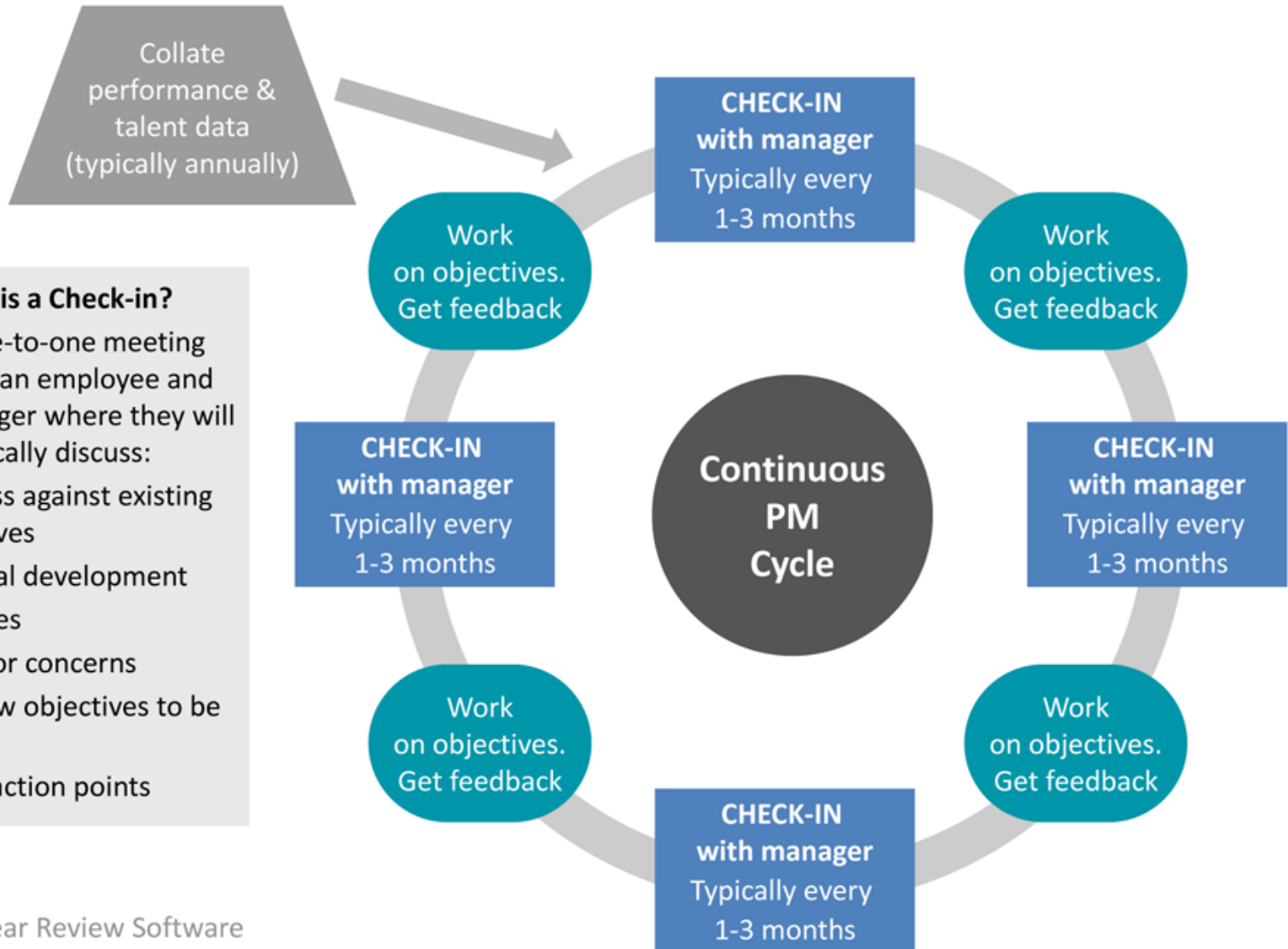


What is **C**ontinuous **P**erformance **M**anagement (CPM)?

CPM is defined as performance management processes that take place throughout the year on an ongoing basis.

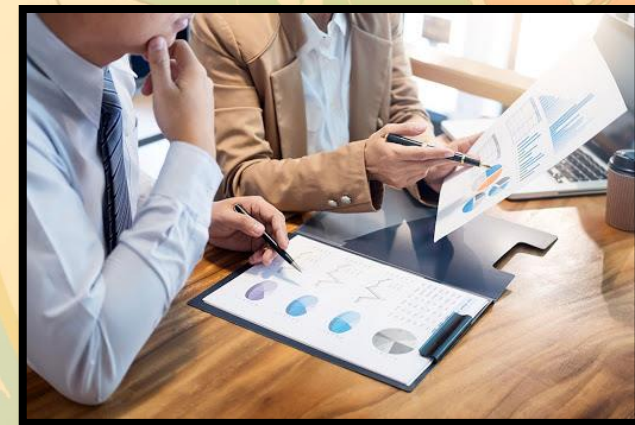


CPM is a continual holistic process, as opposed to those based in traditional appraisals.



... **95%** of managers are not satisfied with their organization's annual performance management process and **75%** of employees see yearly reviews as unfair

Continuous performance management encourages in providing ***instant communication, strengthening relationships*** through **transparent dialogue** and giving employees ***autonomy and independence...***



Who has adopted **C**ontinuous **P**erformance **M**anagement?

- Adobe
- Cargill
- Microsoft
- IBM
- Accenture
- General Electric



What are the tangible business benefits and business outcomes of Regular Check-Ins?

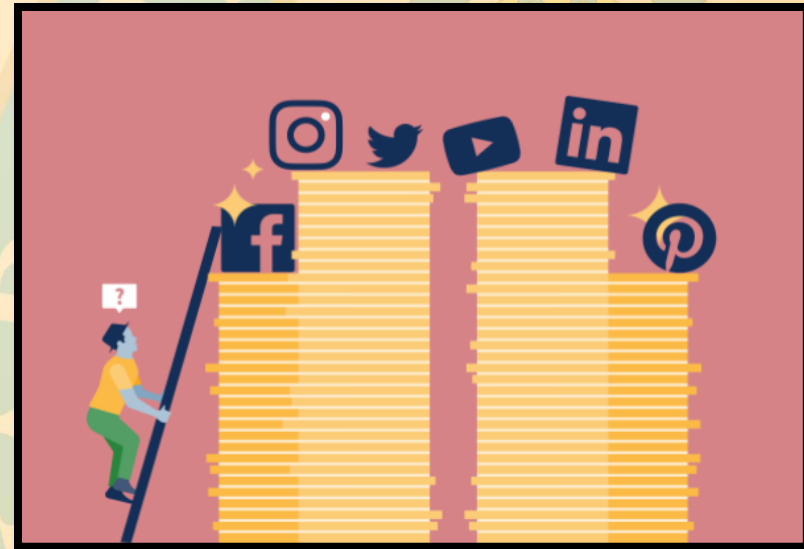
Over **50%** of companies where goals are reviewed each month are in the top quartile in terms of financial performance, whereas only **24%** of companies where goals are reevaluated once a year made into the same bracket.

What are the tangible business benefits and business outcomes of Regular Check-Ins?

It has also been shown that companies who manage **objectives quarterly** generate **30%** higher returns than organisations who address them annually.

What Is the Role of Continuous Performance Management Software?

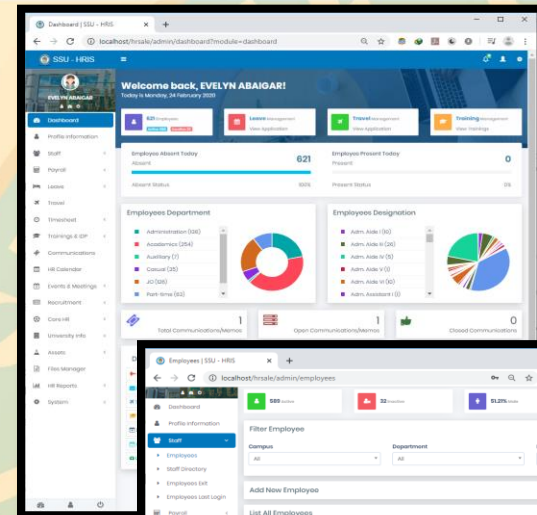
- Feedback to be given ***“in-the-moment”*** rather than waiting until the next one-to-one
- Action points from ***check-ins to be captured and followed up***, rather than being noted down in a book and forgotten about



What Is the Role of Continuous Performance Management Software?

SSU *HRIS*

- all-in-one solution for timekeeping, employee data management, payroll, leave, travel, and onboarding



The 'Filter Employees' page allows for detailed management of the employee database. It includes a search bar and filters for Campus, Department, and Designation. Below the filters is a table listing all employees with columns for Action, Name, Info, and Contact.

Action	Name	Info	Contact	Role
[Icon]	JHENE ABAGAR	HRIS Support Staff	hris@ssu.edu.ph	Employee
[Icon]	EVELYN ABAGAR	HRIS Support Staff	hris@ssu.edu.ph	Employee
[Icon]	DARLENE BAY ABACOS	HRIS Support Staff	hris@ssu.edu.ph	Employee
[Icon]	FRANCIS ABACOS	HRIS Support Staff	hris@ssu.edu.ph	Employee
[Icon]	MARK DOMESTICO ABACOS	HRIS Support Staff	hris@ssu.edu.ph	Employee
[Icon]	MARIEL ABACOS	HRIS Support Staff	hris@ssu.edu.ph	Employee
[Icon]	OLIVER ABACOS	HRIS Support Staff	hris@ssu.edu.ph	Employee

The 'Daily Time Record' page displays a detailed grid of attendance data for multiple employees. Each employee's record is shown in a separate tab, including columns for Date, In, Out, and other time-related metrics.

Employee Name	Date	In	Out	Other Metrics
ALAYATA MARK ANTHONY P.	2023-10-27	08:00	17:00	...
BAJADO, JHONAL C.	2023-10-27	08:00	17:00	...
BICOLO, NICOLAS O. JR.	2023-10-27	08:00	17:00	...
BOLLER, LAURA B.	2023-10-27	08:00	17:00	...

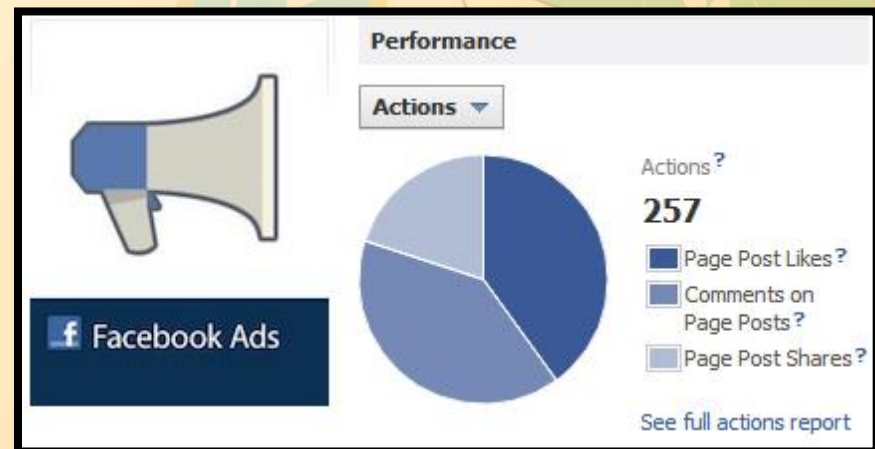
What Is the Role of Continuous Performance Management Software?

- **Reminders** to be sent automatically to those who have not had a check-in or given feedback recently.
- HR to have **visibility of how often check-ins are taking place** across the organization and how frequently feedback is being given.



Optimized

- Assess** system constraints
 - Education
 - Brainstorming
 - Goal Setting
 - Create Action Plan
- Refine** system data intelligence
 - Set Action Plan in Motion
 - Unlock the data
 - Eliminate system constraints
 - Process, Training and Integration
- Maximize** system potential
 - Ongoing System Management
 - Leverage data now and into the future
 - Increase Return on Investment
 - Future Planning



What Is the Role of Continuous Performance Management Software?

- HR to **collate performance and talent data** without having to carry out formal performance appraisals.



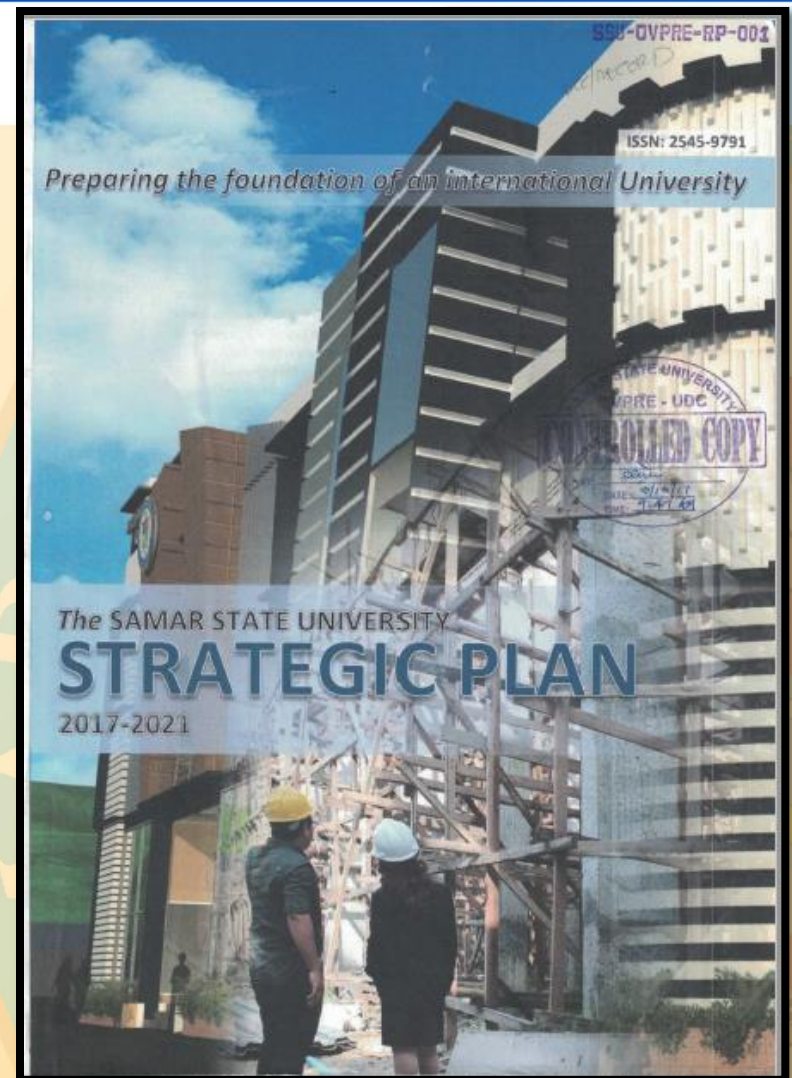
Synthesis...



*Employee Performance Begins with **Leadership***



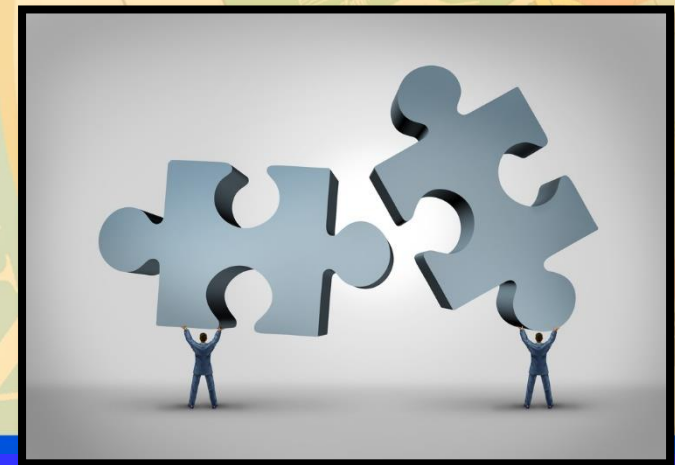
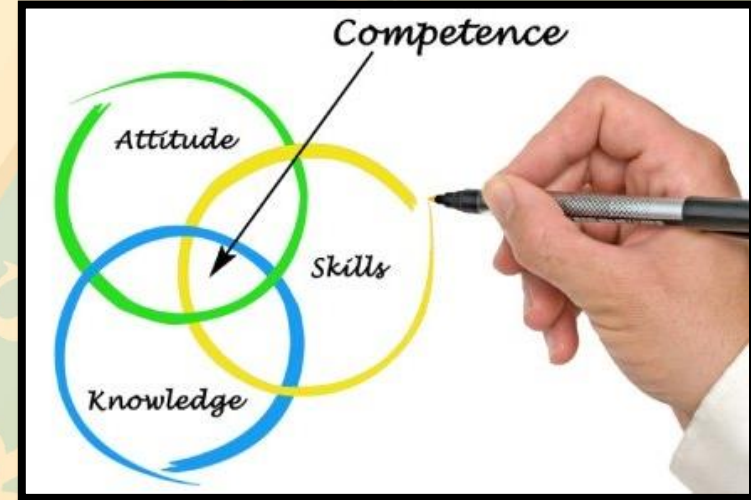
The need for a
well crafted
Strategic Plan



Leadership matters...

3 Cs

- **C**ompetence
- **C**onnectivity to people and technology
- **C**ulture of excellence



Excellence is doing the right things rightly for the right reason, which oftentimes is elevated to the highest motive of ***LOVE of GOD*** and ***SERVICE*** to fellowmen.

-Antonio Torralba

In **C**ivil **S**ervice **C**ommission...

Gawing **L**ingkod-**B**ayani
ang **B**awat **K**awani



In **S**amar **S**tate **U**niversity

We **i**nnovate.
We **b**uild.
We **s**erve.



