

DO YOU KNOW HOW TO HANDLE YOUR PERFORMANCE AND APPRAISAL!!!!

PERFORMANCE AND APPRAISAL SYSTEM IN YOUR WORKPLACE

Performance and Appraisals management systems can have a huge bearing on your pay, your future prospects and general morale.

There are different kinds of appraisals across the finance sector. Some appraisal's performance seek to assess an individual's performance against objectives (e.g. improved behaviours and/or actions) whilst others assess performance against defined targets (eg. Sales and calls taken).

However, in a large part of the finance sector around the world, appraisals are used to determine performance-related pay. This is mostly through bonuses linked to measured performance set period (usually a year).

Most Companies will have a ratings scale to help assess performance against targets and objective. Your Performance Appraisal should be agreed between you and your supervisor or manager. Appraisals will normally come at the end of the year where you will discuss your progress and performance rating. It is important that you are building up to your appraisal right through the year by monitoring your own progress and seeking to address any issues as and when they may come up.

This paper gives you some tips as to how you might do that.

Therefore, we had identified three stages to managing appraisals and performance system though there are many other ways to manage this system.

- Planning for Performance
- Checking your own performance
- Handling appraisals

Planning for performance

You should always have the opportunity to discuss your performance with your supervisor or manager before you start work towards achieving them, This would normally take place in a specially convened meeting between the two of you.

Remember the following:

- Preparation

It is important that you have read and understand your job description and any guidance notes or questionnaires made available to you and have made notes on any issues that occur to you before you go in the meeting.

- Discussion

You should be given plenty of opportunity to discuss your objects and/or targets and express any concerns that you may have been them.

- Understanding

You should fully understand what is being asked of you and feel confident that you will have the necessary support to meet any objectives or targets that are set.

- YOU SHOULD NOT BE ASKED TO WORK TOWARDS OBJECTIVES OR TARGETS THAT ARE :
- Impossible to assess
- Irrelevant to the Job (description)
- Unachievable.

A Good measure of reasonable targets is whether they confirm to the acronym C-SMART

Challenging

S	Specific
M	Measurable
A	Achievable
R	Relevant
T	Track able

It is worth spending some time with you supervisor or manager to make sure that your targets meet these criteria. This will mean that when you come to appraisal, you have clear parameters to measure it against.

If you feel that unfair pressure is being put upon you or you are unhappy with the conduct of the meeting, speak to your Inter Relation Committee (IRC) to discuss what action can be taken.

Checking Your Own Performance

Many employers will have formal reviews in between your performance plan and appraisal (possible at quarterly periods). Other supervisor may seek informal meetings with you or give informal feedback throughout. The important thing is that you have the opportunity to discuss your progress against objectives and targets and if your Supervisor or Manager does not initiate this, this is a good reason to propose a meeting with them.

Again, preparation is important whilst discussing your performance with your supervisor or manager. Whilst working, try keeping a note of how well you are doing against your targets and objectives and note any difficulties that you are having so that you can communicate these effectively to your supervisor or manager.

During a meeting with your supervisor or manager you may want to raise the following :-

- Your successes to date

- Targets and/or objectives that you are falling short of
- Any extra training and support that you may need to meet those targets
- Adjusting the targets to meet your circumstances

If you have had a long period of sickness or have been on maternity leave, it is reasonable to seek the adjustment of targets, especially if your workplace has a performance related pay system.

HANDLING APPRAISALS

Once again, preparation is important to appraisals. Think about:-

- Things that have gone well since you agreed a performance with your supervisor or manager
- Things that you might do differently in the future
- Any training and development needs

Your supervisor or manager will lead the appraisal but should give you opportunity to raise any areas of concern to you for discussion. The appraisal should concentrate on your performance over all the year.

There should not be any real surprises in the appraisal, if you have been in regular discussions with your supervisor or manager about your progress.

A good appraisal will have a balance between what you have achieved and areas where you can seek improvement.

Bring prepared evidence with you about your performance. You can use (for example)

- Records of your sales
- Records of telephone calls successfully handled
- Records of new duties assumed
- Records of your daily transaction over the counter etc..

IF YOU FEEL THAT YOUR PERFORMANCE RATING IS UNFAIR, DON'T SIGN OR CONSENT TO THE RATING UNTIL YOU HAVE RAISED THIS WITH YOUR INTER RELATION COMMITTEE (IRC) TO CONSIDER WHAT ACTION MIGHT BE TAKEN.