**AC 4.2: Performance Review and Feedback Forms Essay**

**Manager:** Good Morning to you Sir, how is your day going?

**Respondent:** Good morning to you too Sir. My morning is fine, how about yours?

**Manager:** My Morning is good as well. Today I called you here so that I get to interview your concerning various performance concerns on the company. I will be assessing various factors and activities that have been occurring within the course of the last six months, and I would begin by asking you about your overall summary of the performance of your input in the company over the stated period.

**Respondent:** I am grateful to be selected as a representative for this interview. I believe that the company’s performance over the last six months has been solid and I have managed to complete most, if not all, of the tasks that I was required to undertake in the course of this probation period. I was able to collaborate with the various teams in the organization to meet the set objectives and I would inquire from the team about any aspects that I felt that were difficult for me to comprehend. I have managed to work with the customers in the organization properly, meeting their needs and ensuring I gain experience in the process. For my overall performance, I believe that I have managed to meet my expectations over the last six months, and I feel that I would have achieved more if the time were longer.

**Manager:** That is good to know sir. You seem to have been determined to operate properly and meet your objectives effectively. I am glad you managed to engage with teams and collaborated with them effectively. Do you think that there were areas where your performance was wanting?

**Respondent:** Yes, I think that my lack of good communication and ability to resolve conflicts properly was one of the areas that I was not good in. However, the team, along with the management, has helped me to resolve most of the anger issues and conflicts that I faced, which has helped me to have the good performance I exhibited over the last six months.

**Manager:** That is good to know. I am aware that most of the tasks you handled were in a team of at least three people. What do you think was the impact of working in a team rather than working alone? Do you think your performance would have changed if you worked alone?

**Respondent:** Working in a team was one of the interesting activities I engaged with. I was happy to be a team player and it helped me to achieve a lot of the set objectives while guiding me on competent practices with the line of duty. I learned a lot from the team members as they have different sets of skills and experiences. I would inquire from them about their past experiences and the information they gave me was helpful to show me how I can manage similar situations in future. I enjoyed to be in the teams because it also helped me to understand industry practices much better since the people, I worked with were experienced in a variety of practices. One example was a scenario where we were informed to brainstorm on ideas that would help us meet the customer needs more effectively. The process was new to me and I learned a lot about how the team can help discuss ideas, critique them and show some of the concepts that otherwise would have been difficult if an individual would think them through when alone. I think that working alone would have lowered my performance in this scenario since I had no prior experience in the working process and the industry standards. I would prefer to continue working with a team as it will help me grow faster and advance my skills even more.

**Manager:** Interesting answer there. Your team appears to be the backbone of your success over the given timeline. However, there are instances where your performance was low especially when you begun working, before you later picked up with the pace and improved your productivity. Would you mind explaining what was challenging during these first few months?

**Respondent:** The first few months were tough for me because I was introduced to an industry where I only knew the theoretical perspectives and not the practical approaches to decision making and engaging with the customers. Therefore, I had difficulties in understanding my duties and roles, but I later learned them through my interactivity with the team. Another challenge I had was balancing my time between work and personal life. The work-life balance for me was difficult since I was not accustomed to the new working environment that required more determination and input as I engaged with the customers. Also, I felt isolated at first before I was placed in a team, and this was why I did not manage to meet the objectives for the first two months. However, I picked up the pace when I felt as part of the organization when I was placed in a team, and this helped me remain motivated and I understood the work process, my duties and responsibilities and the expectations that were on me by the organization.

**Manager:** That must have been an interesting learning experience for you. You surely had a rough time but have managed to be resilient. Which performance rewards and benefits do you think helped you sustain your good performance in the organization for the stated six months?

**Respondent:** The best performance reward I enjoyed was the large bonuses offered by the firm for good performance. I would enjoy receiving the performance rewards and this gave me the motivation to continue offering my services at the best I could, and I knew that at every end of the month I would get some extra compensation. I also enjoyed having payments for overtime on an hourly basis. I think that the overtime compensation was crucial to helping me work more and harder even if my shift was over within the workplace. I would ensure I worked for more hours as the compensation would be good for me as I learned about new aspects of the work. I was also motivated by how the company would promote the highly performing employees within the organization. I felt motivated to see other workers get promoted for their good performance and I was striving to complete my probation period faster so that I get the extra promotions that they had. These aspects kept me going and I remained motivated for higher productivity in the organization.

**Manager:** Very good indeed. I can see you are an observant worker as you noticed the promotions that the other workers engage in and how they are selected by the management. However, there is a concern that I had about your absenteeism. From the records given by the HR, you appear to have missed some days over the same week in the fourth month of your work. What happened for you to miss these days?

**Respondent:** Those days I was sick and I did not manage to come to work. I did not understand the procedure yet on how to inform the HR about my absenteeism prior to the days, and it was my honest mistake. When I got back to work, I informed the HR about the challenge I had faced and that is why I was allowed to continue working within the facility. I was informed of the policies regarding the absenteeism in the workplace, and what I did was to work overtime in the process of recoverin these days.

**Manager:** I can clearly see your commitment to working overtime. That was a good approach to take.

**Respondent:** Thank you sir for your sentiments.

**Manager:** Now, inform me about areas you feel that were difficult for you and recommendations you would give for these issues not to occur in future.

**Respondent:** For the difficult areas, I believe they were not many. One of these was the poor communication I exhibited especially when not attention to work. I did not inform the HR about my absenteeism and it would have cost the company in terms of time and money. The best way to resolve this is to ensure that the newly recruited individuals are informed about the absenteeism policy and proper channels that can be used to report such issues. I think it would have been nice if I had known of these channels and hence, I would have informed them of the issues. On the same concept of communication, I think that the newly recruited workers should be involved with the management properly in the first days of their practice. I felt isolated and out of place because most people were working in groups and this was crucial to demotivating me in many ways. If the management can device a proper way of initiating the new workers with the firm, it would be better as it will alleviate the demotivational factor. Working for the long hours is another concern I had. As a new individual in the firm, I had not engaged in such physically demanding tasks and I was fatigued for the most part of the months. I think the management should design a better working schedule with proper shifts to ensure people get enough time to rest before their next shift. The approach would help alleviate fatigue and improve on productivity of individuals and the company in general.

**Manager:** As we approach the end, do you believe the knowledge and skills you gained in the workplace are relevant for your practice in future?

**Respondent:** Yes, I believe the initiatives taken by the company to group individuals in teams helps to get skills and knowledge on industry standards. The coaching that was offered by the team members was essential for future practices. I also believe that the training on competency and overall employee development has also helped me to have better outcomes and this is crucial for my future development.

**Manager:** Thank you for your response. I appreciate you taking your time to offer these insights. If anything, else comes up, I will inform you. You are dismissed.

**Respondent:** Thank you too sir.