



Performance Communications and Management

Performance Communications (for all employees)

- ✓ **Routine Feedback** should be an almost daily occurrence. The majority of this feedback should be positive, thankful and encouraging continued success. Providing routine feedback also provides opportunities to mention any performance concerns when they are still small and often easily correctable. This feedback can be part a quick conversation, part of a 1:1 meeting or an e-mail.
- ✓ **1:1 meetings** are an important opportunity to provide guidance, support and oversight through discussion of an employee's work, goals and professional development.
 - [Effective 1:1 Tips](#)
- ✓ **Performance Excellence** incorporates the formal performance evaluation philosophy and process. The program includes goal setting, a mid-year conversation and an annual evaluation. These formal check-ins should reflect the conversations that have occurred during routine feedback and 1:1 meetings. There should be no surprises during these formal meetings – but rather a summary of previous feedback given.
 - [Top Tips for Conducting Successful Performance Evaluations](#)

Performance Management (only as needed)

- ✓ **Performance Management** is the formal improvement or correction process used when performance or behavior is unacceptable and routine coaching has not resulted in the improvement needed.
Performance Accountability and Commitment Plan - If an individual's performance is not meeting expectations and routine feedback and conversations during 1:1 meetings are not resulting in the necessary improvement, a Performance Accountability and Commitment Plan may be appropriate.
Progressive Discipline – If an individual fails to follow workplace rules, displays unacceptable behavior or has attendance problems, a step in the progressive discipline process may be appropriate.
- ✓ **Resources for Performance Management**
 - Discuss the circumstances with your [HR Consultant](#) to determine the best approach
 - [Preparing for a Difficult Meeting with an Employee](#)
 - [Involuntary End of Employment](#) (performance or discipline)
 - Performance Accountability and Commitment
 - [Performance Accountability and Commitment Policy](#)
 - [Delivering a Performance Accountability and Commitment Plan](#)
 - Progressive Discipline
 - [Progressive Discipline Policy](#)
 - [Administrative Leave](#)
 - [Fact Finding Meeting Preparation](#)
 - [Disciplinary Conversation](#)

HR Bookshelf

[Coaching](#), [communication](#), [emotional intelligence](#), [employee engagement](#), [interpersonal skills](#), [leadership](#), [performance](#), [setting goals](#)