

Performance Management

Employers of Choice attract high quality applicants, cultivate high performance standards, and can count on their employees to go the extra mile. How do they do this? They adopt workforce management best practices that enable them to find, engage, and keep the best workers.

To what extent have you adopted workforce management best practices in your organization? Take the Best Practices Assessment to find out where your company is performing well and where it could improve.

For each Best Practice listed below, evaluate how well your company's actions meet the application standards. Use the following ratings scale:

Rarely apply the practice	1 point
Sometimes apply the practice	2 points
Always apply the practice	3 points

Best Practice	Application	Score
<i>Provide employees with ongoing feedback.</i>	Provide training and coaching to managers and supervisors in giving effective feedback.	
	Use progressive discipline to deal with ongoing performance issues, beginning with two-way communication, problem identification and a plan for resolution.	
	Help employees self-monitor performance by establishing performance expectations and providing performance data on a timely basis.	
<i>Develop a formal performance management system.</i>	Have the supervisor and employee establish realistic, challenging and measurable performance goals aligned with the employee's job description and organizational goals and priorities.	
	Ensure that the goals set for supervisors are varied and broad enough to balance the interests of all stakeholders.	
	Update an employee's job description if responsibilities are altered during the year and adjust performance goals accordingly.	
<i>Conduct effective performance management meetings.</i>	Provide formal feedback through an appraisal meeting at least once a year.	
	Use a standardized assessment form and scoring system. During the interview negotiate a final score for each performance area.	
	Encourage two-way communication, focus on employee development, and establish goals and an action plan for the coming year.	
<i>Total Score</i>		

Interpreting Your Score

- 22 to 27** Congratulations, you are well on your way to becoming an Employer of Choice.
- 16 to 21** Though you clearly apply many of the best practices, you would benefit from a greater understanding of the concepts.
- 1 to 15** You haven't mastered the practices, but since you've taken this questionnaire, you value becoming an Employer of Choice.