



Performance Review for Managers and Supervisors

Performance review training for managers and supervisors to help them to understand how to carry out their role in performance management systems.

Issues

- Managers, due to lack of skills were not delivering performance reviews effectively
- Resultant lack of priority/time given to the process
- Tendency to find something else to do
- Staff frustrated because no one takes an interest.
- Good performance can get ignored. Poor performance can get rewarded

Benefits

- Everyone knows what is expected of them
- Everyone knows how they have performed
- Improvement can be planned
- Good performance can be recognised and encouraged
- Performance of individuals can be focused leading to improved company performance

The product in action - a case study

The Client

Ineos Silicas - a world leader in silica and alumina technology, with over 900 employees and 8 manufacturing sites in 5 continents.

The Need

Performance reviews had recently been introduced on the site. This resulted in the need to develop the skills of the managers to hold performance reviews to a high standard and consistency. In turn this would develop trust and commitment in the staff.

What we did

Chris Lloyd produced a best practice approach that suited the needs of the company. Training on the approach was delivered to all managers with inbuilt opportunities to practice the necessary skills and behaviours and to perform the performance review process in a safe environment (before going "live").

Further 1:1 support for managers was provided to help them better understand and develop their skills in delivering the process.

Consultant(s): Chris Lloyd

How the client benefited

A consistent method was employed.

Managers have developed skills to coach individuals to improve performance.

Managers are confident in their ability to deliver real improvements to individual performance and appreciate and recognise good/poor performance.

Method now available for use elsewhere in the organisation.

Individuals can see how their objectives fit in with the company's needs and objectives.

Individual's short and long-term development needs have been recognised and can be acted upon.

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