

Employee Performance, Positioning and Growth

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"TREATING UNEQUAL PEOPLE EQUALLY IS THE MOST UNEQUAL THING A COMPANY CAN DO

INTRODUCTION

In any business vertical, it is true that an organisation is only as good as its employees. The administrative guidelines are applicable whether you are managing a retail establishment, an office, or an online business. However, maintaining a workforce that maximizes your operations is necessary. After all, guidance and assistance are necessary for even the most genuine, talented, and devoted representatives to flourish. Legitimately leading and persuading representatives fosters a favourable work atmosphere, which improves representative maintenance and increases efficiency—two important elements of a profitable organization. You must set an example, make the most of everyone's talents, and recognize each person's efforts if you want to promote a pleasant work atmosphere where employees go above and beyond to achieve organizational goals.

An assessment procedure for performance: what is it? The process of measuring an employee's work according to their job obligations is known as performance evaluation. Determining the overall value an employee contributes to the business revenue of the organization is the goal of employee performance evaluation.

Employee morale is raised when you grade your staff members yearly and use the results to promote or give bonuses.



What is the method of evaluating performance?

A performance evaluation is a formal process used to gauge an employee's productivity in relation to their job responsibilities. Evaluating an employee's performance is about figuring out how much they contribute to the company's overall revenue. Employee morale can be raised by offering bonuses or appropriately promoting staff based on their yearly performance reviews.

The best questions to include on an employee assessment form...

Forms for performance evaluations are essential for giving staff members regular feedback and raising their awareness of their own performance indicators.

The best questions for employee assessment forms fall under the following general categories. These can be customized to meet your needs and used as a template for performance evaluations.

Contentment in one's work

1. Which tasks do you absolutely detest, and why?
2. According to your view what are the five main areas in which the business can improve?
3. What drives you each day to complete your work efficiently?
4. Which everyday chores do you most enjoy performing, and why?

Leadership in the company

1. What attributes of leadership do you think you possess?
2. Could you provide an instance from your professional life where you applied your leadership abilities successfully?
3. Do you believe that all employees are treated equally by the company's leadership?

4. Do you believe that the company's employees and executives communicate effectively?
5. If you held a position of leadership inside the organization, what guidance would you offer the staff?

Addition of value

1. What actions did you take in the past year that contributed to the organization's overall success?
2. How do you feel about being recognized for your work?
3. Can your bosses and peers provide you with regular feedback?
4. In the past year, how many projects with tight deadlines were you able to manage and deliver?
5. Do you think your job at the organization is valuable?

Culture at the workplace

1. Have you and your teammates or the management had any awkward or unpleasant conversations?
2. Would you like to see any adjustments made to the office to improve the good work environment?
3. Have you suggested any modifications to the company's policies or procedures in the past year?
4. How frequently can you get in touch with your peers or managers?
5. Do you frequently assist your peers in finishing the duties they have been given?

What are the final objectives of the process of performance evaluation?

1. Encouraging workers:

Your staff can work more effectively at their employment when they are aware of the expectations placed on them. Regular performance reviews encourage staff members to offer their best because they know that their managers will be carefully analysing all their hard work.

2. Offering suggestions for development

An employee's report card, which recognizes their efforts and areas for growth, is similar to their performance review. Employees can identify areas for improvement when they receive consistent feedback.

3. Streamlining internal procedures

Organizations may better understand how their workers operate on a daily basis and identify ways to increase productivity by conducting regular employee evaluations. Company executives and department heads can adjust and improve internal business procedures in response to employee feedback to guarantee that workers can cooperate and work together without difficulty.

4. Keeping an impartial evaluation procedure in place

The performance review of employees provides a transparent measure for fair assessments.

Managers and department leaders can review each employee's performance evaluation paperwork to determine how much work they were able to accomplish and offer them promotions and recognitions accordingly.

STAFFING PARADIGM MODEL

Staffing Paradigm Model is an assessment, using agreed criteria of an individuals' achievements against given objectives and contributions to the business. A guiding principle should be that both results and values are of equal importance and weighting in assessing performance.

The following pages clearly explains how employees are positioned in different boxes, and repositioned between the boxes, based on their current skills set which will guide their superiors on the actions they need to take in order to achieve the individual and organisational goals.

This combined performance / potential assessment will assist management to focus more precisely on the kind of development needed by individuals within the organisation.

Base performer	Fully Competent Performer	Exceptional Performer
Consistently meets operating, technical & professional output requirements	Consistently meets and sometimes exceeds operating, technical & professional output requirements	Consistently exceeds operating, technical & professional output requirements
Consistently meets requirements for managerial tasks	Consistently meets and sometimes exceeds requirements for managerial tasks	Consistently exceeds requirements for managerial tasks, such as, planning, organising and controlling the work, communicating with peers and other developing staff.
Sometimes demonstrates insufficient Leadership abilities	Demonstrates Leadership effectiveness	Demonstrates exceeding Leadership ability, including establishing and communicating strategic direction and enabling staff to perform at the highest standards
Sometimes achieves results in a way that makes it difficult to build or maintain good working relationships	Consistently demonstrates behaviours that support and align with the company values	Lives and demonstrates the company values in everything they do
Sometimes Demonstrates Behaviours that do not support or align with the company values	Achieves results in a way that usually builds and maintains constructive working relationships	Achieves results that in a way builds and maintains constructive working relationships, including subordinates
Requires Manager's time and attention on larger & or more complex issues	This person is occasionally assigned additional work	This person is usually given the toughest assignments

	<p>(1) New to Role</p> <p>Less than 6 months in role Full assessment needed before moving into another block</p>	<p>(2) Emerging Talent.</p> <p>Not ready for promotion, exceptional leadership competencies- should achieve higher performance results</p>	<p>(3) Ready now</p> <p>Can be promoted within and across functions</p>
<p>Leadership potential Promotable</p> <p>Leadership Potential Low ^ ^ ^ ^ High</p>	<p>(4) Coaching & Development</p> <p>Needed Immediate discussions to improve performance</p>	<p>(5) Solid Performer With potential.</p> <p>Achieves higher performance results and enhances leadership competencies</p>	<p>(6) Emerging talent</p> <p>Not ready yet for promotion, exceptional performance results, should enhance leadership competencies</p>
	<p>(7) Needs Improvement</p> <p>Immediate discussion to improve performance</p>	<p>(8) Solid Performer</p> <p>Maintain at current level, should achieve higher performance results</p>	<p>(9) Treasure</p> <p>Highly professional with exceptional performance, Maintain at current level Or promote within specific area</p>

Box No:	Performance / Potential Assessment	Development Strategies	Questions to Ask
1	<p>Base performer/ Promotable Individuals in this Box have most probably recently been promoted. They will require some coaching, on job requirements, coupled with time to apply themselves</p>	<p>The number one box should generally remain empty and the only individuals who should map into this box are those who have recently been moved / promoted into a larger / more complex positions. You will need more time to assess them based on the short time frame in the new job.</p>	<p>Are they developing in the new role? Do they need coaching?</p>
2	<p>Fully competent performer/ Promotable These individuals are valuable for the organisation's future. They should be encouraged to stretch their performance contribution immediately. We need to be wary of promoting individuals before their maximum contribution has been made.</p>	<p>Individuals who map into box two are also candidate for a move, but need more development time. From a management perspective, individuals placed in box two should be managed on the basis of improving performance. i.e. moving to an exceptional performer. This group needs more development time to move into exceptional.</p>	<p>Do they exceed some performance standards? Are they exceptional on some job dimensions?</p>
3	<p>Exceptional Performer / Promotable. These are organisational superstars. A new assignment at a higher organisational level should be found for these people as soon as possible. This is an unstable condition since the person knows that she / he has mastered their current position and is usually anticipating an upward move in the near future. Also, other competitors will be poaching them</p>	<p>Individuals who map into box three should be moved to a larger more complex position or we risk losing them to competition or to a permanent state of disgruntlement. Ensure that you ask them what their future career preferences are and try to connect them with the company's goals and objectives as quickly as possible.</p>	<p>Are they given the toughest assignments? Do they work at higher levels in two or three areas.</p>

Box No:	Performance / Potential Assessment	Development Strategies	Questions to Ask
4	<p>Base Performer / Lateral move. Promotable with further development. Individuals in this box need to be watched closely as slippage will increase business risk in the organisation. Tight performance management coaching is required to keep them focussed on current performance.</p>	<p>Individuals who map into box four should be managed with a view to improving performance, sometimes seen as marginal.</p>	<p>Does management need to follow up? Do they require a lot of the Manager's time?</p>
5	<p>Fully competent performer / Lateral move. Promotable with further development. Should be challenged but focus should be on performance improvement in the first instance. Improvement in the performance of these individuals would dramatically increase their value to the organisation.</p>	<p>Individuals who map into box five, present the organisation with the challenge that their contribution and value to the organisation can be improved. Focus should be on improving performance.</p>	<p>Are they occasionally given additional work? Do they need coaching?</p>
6	<p>Exceptional performer / Lateral move Promotable with further development. These are good candidates for real growth, they demonstrate excess capacity in current role but haven't yet demonstrated the ability to perform in at least two areas required at a higher level. Development focus for these individuals should be on adding the skills required at the next organisational level.</p>	<p>Individuals who map into box six are also candidates for a move, but need more development time. The management challenge with which we are faced when individuals are placed in box six is to test their ability to do higher level jobs by giving them challenging tasks</p>	<p>Do they exceed some performance standards? Are they exceptional on some job dimensions?</p>

Box No:	Performance / Potential Assessment	Development Strategies	Questions to Ask
7	<p>Base performer / Retain at current level Unless performance is improved quickly it may be necessary to reassign these individuals in a "better fit" position or exited out of the organisation. Individuals in this box may well be blocking or occupying a position that could be a great assignment for another deserving individual.</p>	<p>Individuals who map into box seven represent business risks and need immediate attention. If the employee stays with the company, 30-90 days performance plans / objectives need to be put in place, followed up & monitored.</p>	<p>Does Management need to follow up? Do they require a lot of manager's time? Do they live in the values?</p>
8	<p>Fully Competent Performer / Retain at current level. Individuals in this box are valued employees who should be coached and / or trained for performance improvement to enhance their contribution.</p>	<p>Individuals who map into box 8, should be managed with a view to improving performance. If performance slips then he / she can move to a base performer in box seven as could represent a business risk.</p>	<p>Do they require more of the Manager's time on more complex issues?</p>
9	<p>Exceptional performer / Retain at current level. These individuals are seasoned professionals within an organisation are of high value and can be effective in coaching and mentoring others. Recognition is often more important than development of these individuals, although development to keep up with their current job shouldn't be overlooked.</p>	<p>Individuals who map into box nine are seasoned professionals for the organisation, the organisation should be valuing them and keep them as coaches. Ensure that these individuals are rewarded and recognised based on their value to the organisation.</p>	<p>Are they dependable? Can you count on them to keep the wheels turning? Do they go the extra mile? What can the organisation do to retain them?</p>

