



Conducting Annual Employee Reviews

GLOBAL COURSEWARE

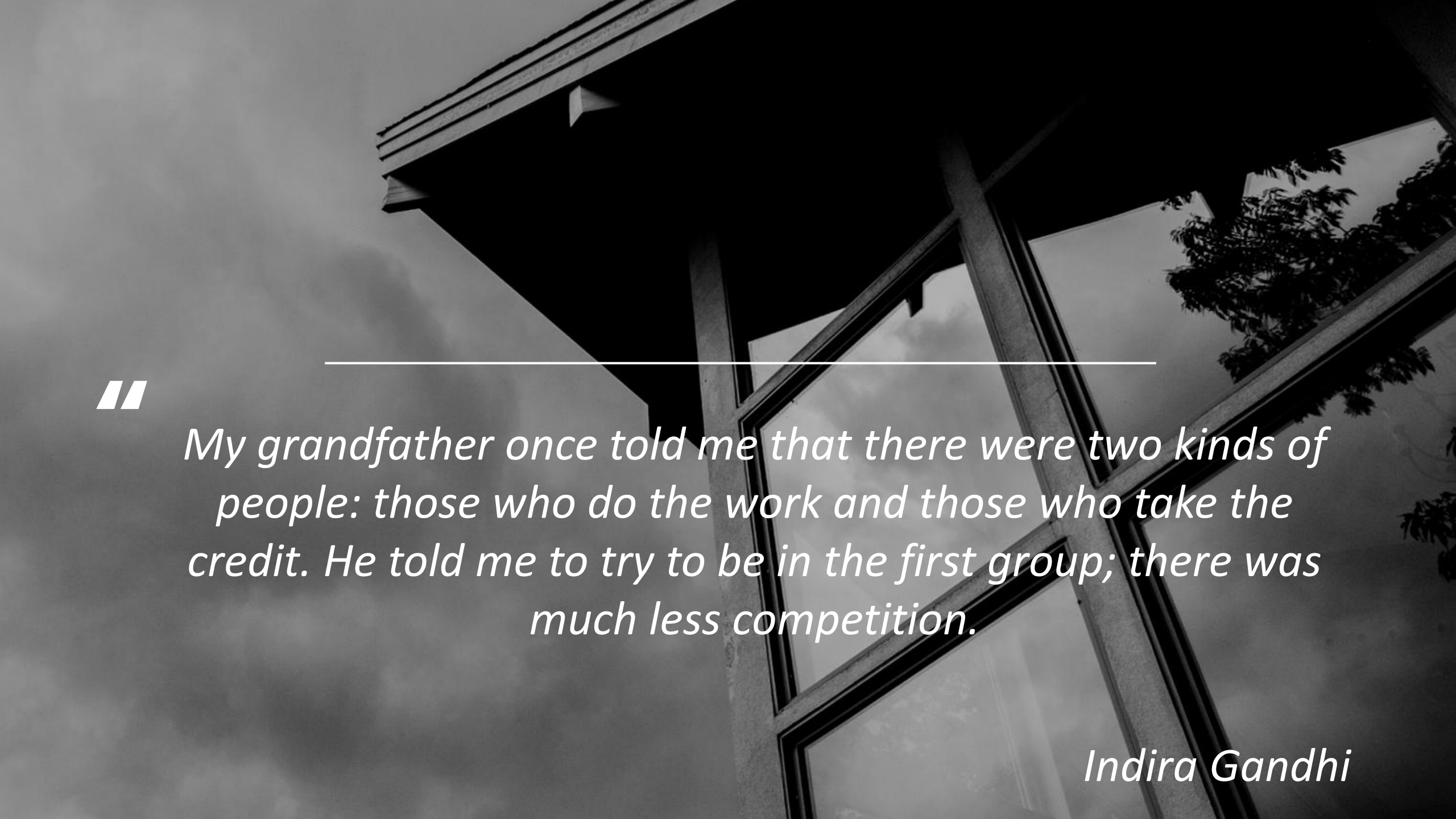
Getting Started

Employees need to know what their strengths and weaknesses are. Once an employee understands their performance, you and the employee can take steps to improve their weaknesses.

Workshop Objectives



- Understand the process of conducting an annual review
- Determine the categories for an annual review
- Know the mistakes managers make during an annual review
- Understand the concept of pay for performance



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My grandfather once told me that there were two kinds of people: those who do the work and those who take the credit. He told me to try to be in the first group; there was much less competition.

Indira Gandhi

MODULE TWO

How to Conduct Annual Reviews

It is human nature to want to succeed, so by offering your employees feedback on their positive and negative attributes, you are guiding them on their pathway to success.



Develop the Process

Reviews help employees see their strengths and weaknesses, and can be a great way to recognize them for their great work.

Set Benchmarks Early

Setting benchmarks show your employees what you and your company expect of them.



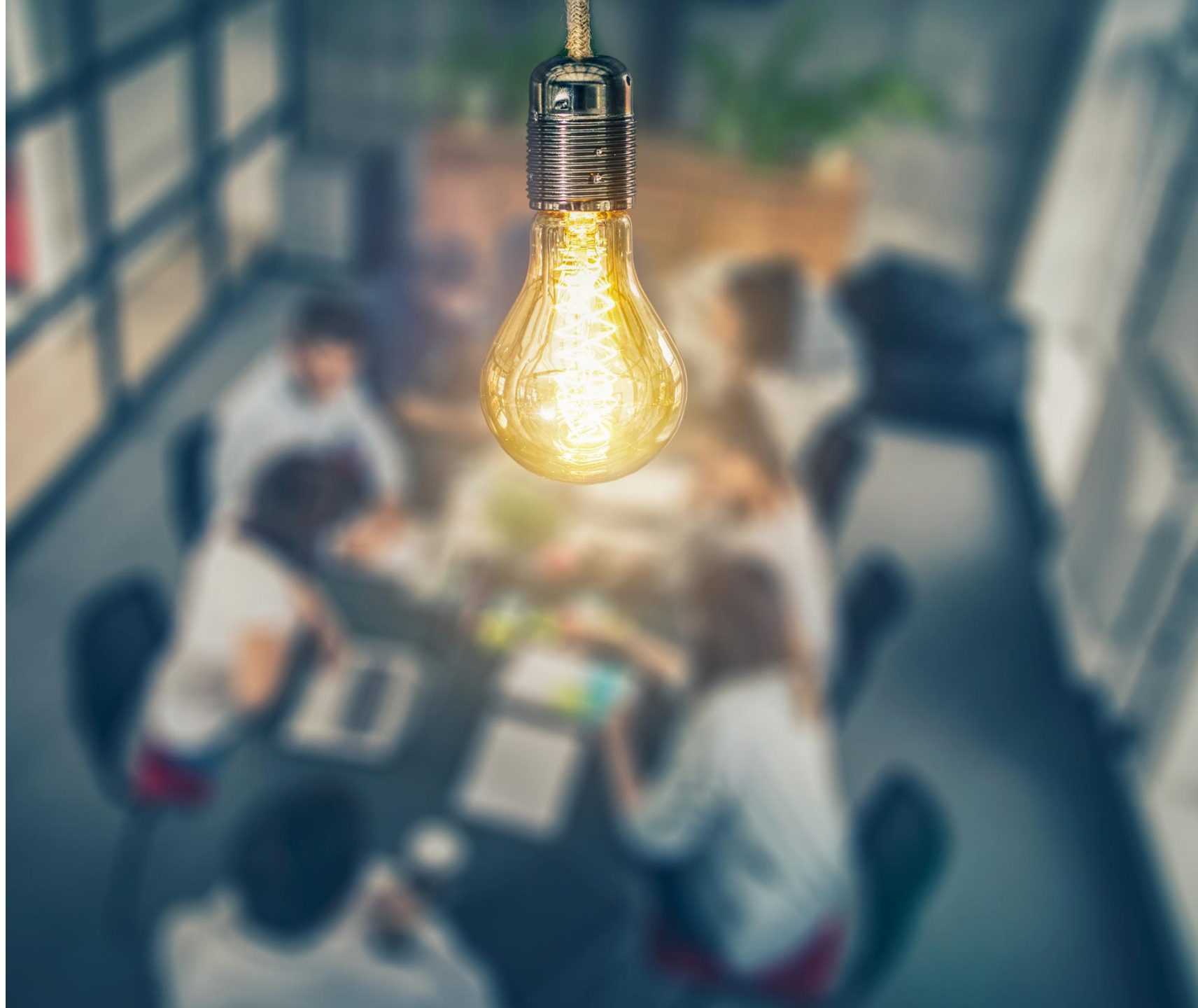


Agreement with Set Benchmarks

A benchmark needs to be high enough to facilitate the minimum standards of the company's expected productivity.

Hold an Effective Meeting

- Have a clear purpose
- Invite the appropriate staff
- Keep it short



Practical Illustration



- Develop The Process
- Set Benchmarks Early
- Agreement With Benchmarks
- Hold an Effective Meeting

Module Two: Review Questions

1. What can a well-developed annual review process do for the employees and the company?

A. Strengthen the company

B. Help employees see what they need to work on

C. Help give recognition to employees

D. All of the above

Module Two: Review Questions

2. _____ should be given *throughout* the year.

A. Annual Evaluations

B. Periodic Evaluations

C. No Evaluations

D. All of the above

Module Two: Review Questions

3. What is a benchmark?

A. A minimum requirement of performance

B. A seat

C. A mark that is on a park bench

D. The highest achievement a person can achieve

Module Two: Review Questions

4. What criteria does a benchmark not entail?

A. Specific quality of work

B. Speed in which work is
processed

C. An annual review

D. Quantity in which work is
processed

Module Two: Review Questions

5. Which is the most successful way to make sure everyone agrees on a benchmark?

A. Online poll

B. Have a committee

C. Make the decision yourself

D. Ask your neighbor

Module Two: Review Questions

6. Who needs to agree on the benchmarks?

A. Supervisors

B. Employees

C. Vice Presidents of the company

D. All of the above

Module Two: Review Questions

7. Meetings are a great venue for what?

A. Notifying employees of new policies

B. Singling out employees for poor performance

C. Discussing personal issues

D. All of the above

Module Two: Review Questions

8. What types of technology should you outlaw from your staff meetings?

A. Cell phones

B. Tablets

C. Computers

D. All of the above

Module Two: Review Questions

9. _____ can help you keep your employees happy, engaged, and focused.

A. Feedback

B. An annual review

C. Accolades

D. None of the above

Module Two: Review Questions

10. A well-developed _____ can help strengthen your employees and your company.

A. Workforce

B. Benchmark

C. Annual review process

D. All of the above



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Far and away the best prize that life offers is the chance to work hard at work worth doing.

Thomas Jefferson

MODULE THREE

Categories for Annual Review (I)

Categories or criteria that can be included in your annual review: company missions and values, customer service, quality control, and problem solving.



Company Mission and Values

- Diversity
- Quality
- Honesty
- Compassion

Customer Service and Quality Control

Customer service and quality control are two very integral items for every company to master.





Problem - Solving/Judgment

Employees who are great problem solvers and show good judgment, are an asset to any company.

Production

Production has three major components; accuracy, thoroughness, and effectiveness.



Practical Illustration



- Company Missions and Values
- Customer Service and Quality Control
- Problem - Solving/Judgment
- Production

Module Three: Review Questions

1. According to the text, every company has its own set of _____ and a _____.

A. Values; Mission

B. Rules; punishment

C. Recreation; production

D. None of the above

Module Three: Review Questions

2. What is a mission?

A. A long statement that outlines how the company was started

B. A personal agenda that is to be shared with anyone who will listen

C. A short paragraph that outlines your company's goals

D. None of the above

Module Three: Review Questions

3. What does customer service mean?

A. Advice and counseling given to needy people for a nonprofit organization

B. Guidance or assistance given by employees of a company to a consumer

C. A service that the customer provides to the company

D. None of the above

Module Three: Review Questions

4. What is an example of quality control?

A. Testing the temperature of food at a fast-food restaurant

B. Re-checking the numbers on a report before submitting it

C. Checking the durability of a product before shipping it to a store

D. All of the above

Module Three: Review Questions

5. An employee who exhibits good judgment and problem-solving skills is _____?

A. A problem for the company

B. An asset to the company

C. A risk for the company

D. None of the above

Module Three: Review Questions

6. Which is true about problem-solving?

A. Problem-solving only creates more problems

B. Problem-solving does not affect the company at all

C. Problem-solving makes the service time longer for the consumers

D. None of the above

Module Three: Review Questions

7. What are the three major components of production?

A. Accuracy, thoroughness, and effectiveness

B. Speed, agility and stamina

C. Honesty, respect, and accuracy

D. Efficiency, respectfulness, and energy

Module Three: Review Questions

8. According to the text, what does thoroughness mean?

A. To be perfect at all times

B. To complete a task efficiently, but still making sure to check for accuracy

C. To be employed

D. None of the above

Module Three: Review Questions

9. What should be included in an annual review process?

A. Values

B. Mission

C. A and B

D. None of the above

Module Three: Review Questions

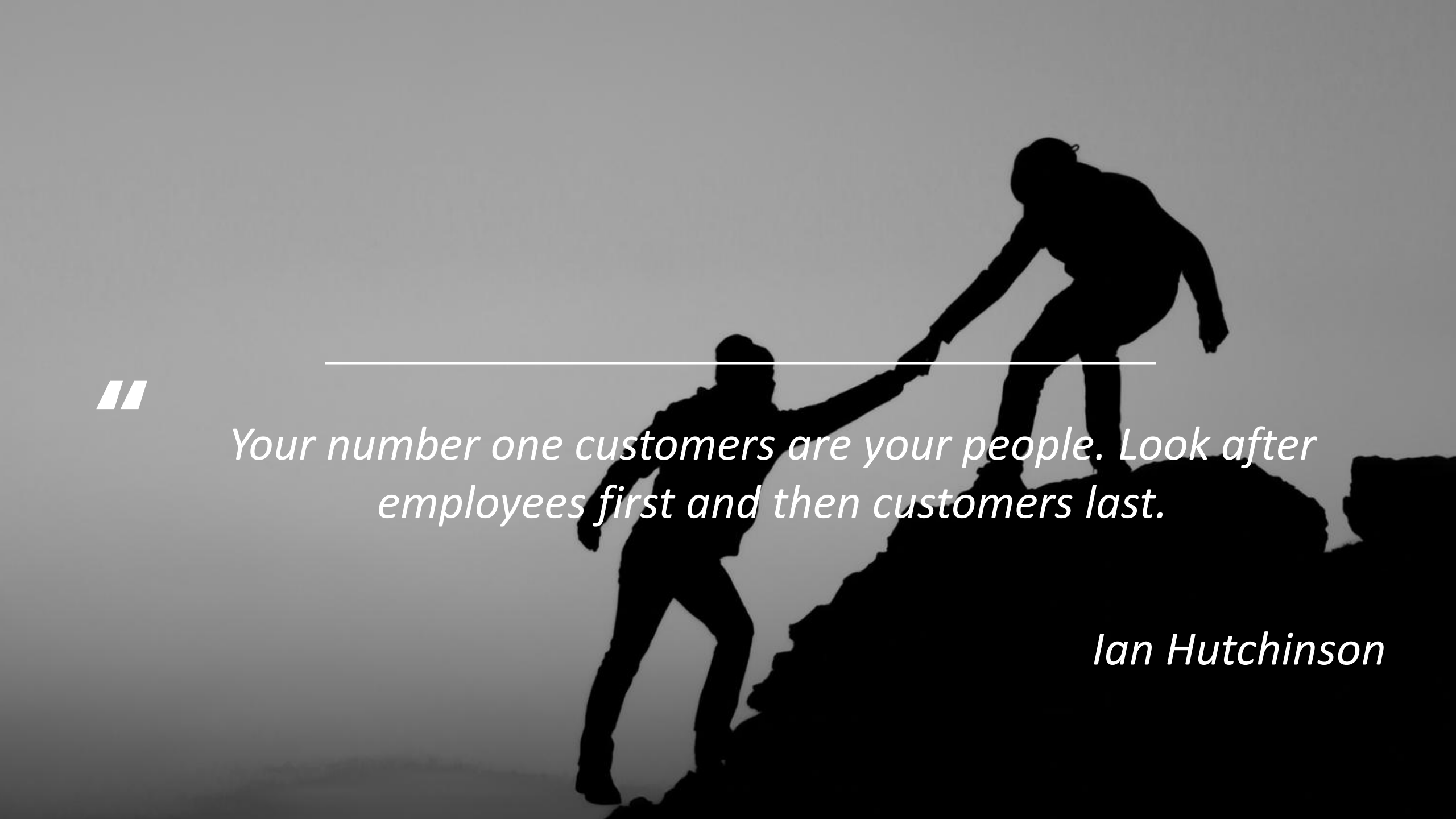
10. A company's _____ help shape the mission.

A. Employees

B. Values

C. Good leadership

D. Good problem-solving skills



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Your number one customers are your people. Look after employees first and then customers last.

Ian Hutchinson

MODULE FOUR

Categories for Annual Review (II)

There are many categories that can be included in an annual review: company mission and values, customer service, problem-solving, and production.

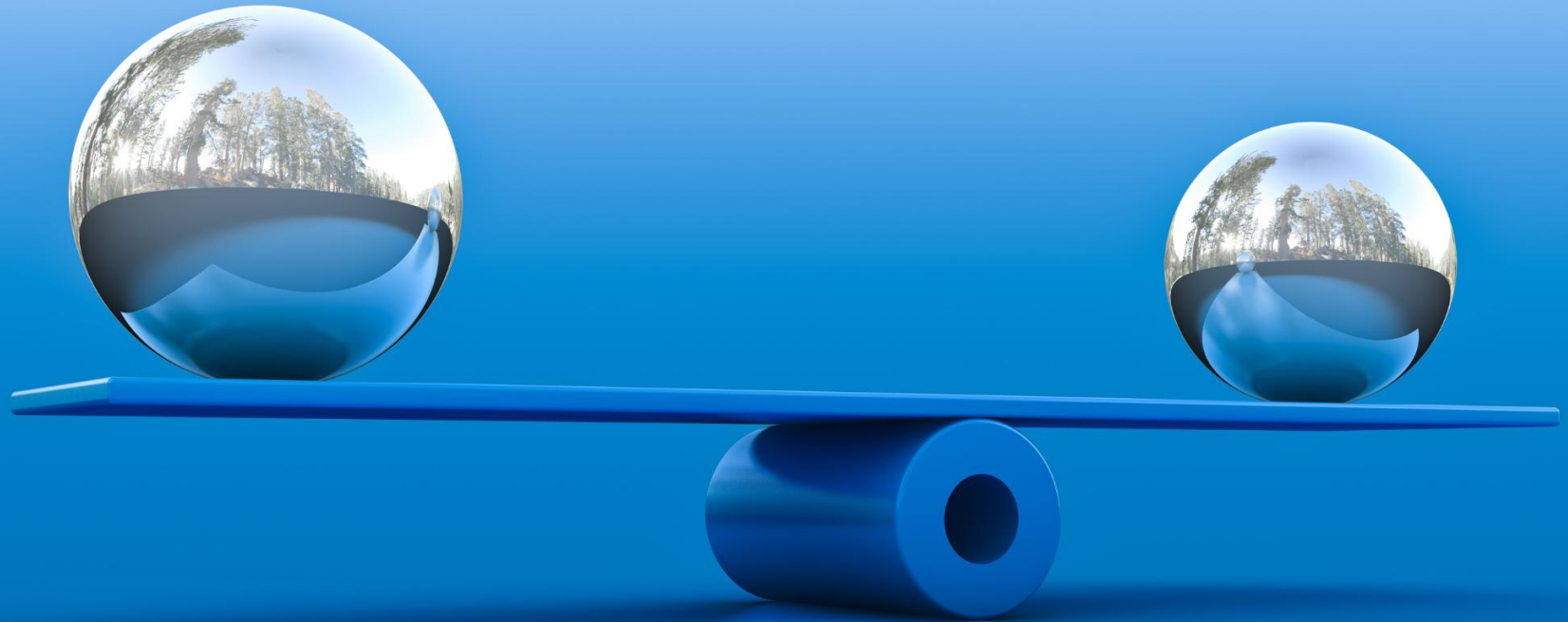


Work Style

- Collaborative
- Independent
- Planner
- Organizer

Resource Management

The distribution of a company's resources in an efficient and effective manner.





Communication Skills

You spend over 1/3 of your days at work, so communication in the workplace is very important.

Teamwork

A group of people who come together to complete a task or action.



Practical Illustration



- Work Style
- Resource Management
- Communication Skills
- Teamwork

Module Four: Review Questions

1. What does the term 'work style' mean?

A. The way in which an employee works

B. The way in which an employee dresses

C. The way an employee fills out their time-off request

D. None of the above

Module Four: Review Questions

2. In the work style section, what is a “Planner”?

A. An employee who works well with a team

B. An employee who prefers to plan out what steps they need to take before doing them

C. An employee who shows up late to work

D. All of the above

Module Four: Review Questions

3. What is resource management?

A. The management of human resources department

B. Efficient and effective distribution of a company's resource

C. Ineffective distribution of a company's resources

D. All of the above

Module Four: Review Questions

4. Which of the following is an example of resource management?

A. An employee who attempts to find better process that aids in completing tasks in a more efficient way

B. An employee who finds a way to use both sides of the page to conserve paper. This reduces supply costs and funds

C. An employee who figures out that the company is paying for supplies that are obsolete

D. All of the above

Module Four: Review Questions

5. According to the text, on average how much time do people spend at work?

A. 70% of their lives

B. 3/4 of their days

C. 20% of their days

D. 1/3 of their days

Module Four: Review Questions

6. According to the text, most office conflicts are a result of what?

A. Lack of supplies

B. Misunderstandings

C. Misdirection

D. None of the above

Module Four: Review Questions

7. What does the term 'teamwork' mean?

A. Playing a sport

B. An individual who completes a task

C. A group of people who come together to complete a task or action

D. A group of people who come together to talk about books

Module Four: Review Questions

8. Which of the following is a benefit of teamwork?

A. Teamwork helps build camaraderie

B. Teamwork helps increase productivity

C. Teamwork helps team members learn from one another

D. All of the above

Module Four: Review Questions

9. What title do you give to the employee who excels at coming up with creative solutions, procedures, and ideas?

A. Controller

B. Innovator

C. Planner

D. Doer

Module Four: Review Questions

10. What title do you give to the employee who is flexible, and great at changing course quickly?

A. Controller

B. Adapter

C. Organizer

D. Traditionalist



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*We are what we repeatedly do. Excellence then, is not an act,
but a habit.*

Aristotle

MODULE FIVE

Common Mistakes Managers Make when Conducting Employee Reviews (I)

Annual employee reviews can be a great asset for a company, if done correctly. Unfortunately, we are all human and are prone to make mistakes. It happens!



Contrast Effect

Using one employee's standards to gauge another employee, instead of using the preset goals.

Similar-to-me Effect

- Work satisfaction is decreased
- Camaraderie is decreased
- Productivity is decreased



A vertical chain of dark, rusted metal links is shown on the left side of the slide. The chain is composed of several interlocking links, with the top link being the most prominent. The background is a solid, muted green color.

Halo (or horn) Effect

A reviewer focuses only on a narrow set of goals to determine the overall rating.

Central Tendency

Taking the average of the entire score for everyone within the team.



Practical Illustration



- Contrast Effect
- Similar-to-me Effect
- Halo (or horn) Effect
- Central Tendency

Module Five: Review Questions

1. What does contrast effect mean?

A. Using one employee's standards to gauge another's

B. Using one employee's opinion of another employee's standards

C. Using the team's performance to gauge the standards of the individual

D. None of the above

Module Five: Review Questions

2. When you are conducting an annual review, it's important to abide by the goals and guidelines set by your _____.

A. Opinion

B. Company

C. Employees

D. None of the above

Module Five: Review Questions

3. What is showing favoritism to employees who share the same background?

A. Halo (or horn) effect

B. Similar-to-me effect

C. Central tendency

D. Contrast effect

Module Five: Review Questions

4. What happens when there is favoritism in the workplace?

A. Employees can lose respect for their supervisors

B. Employees have a decrease in camaraderie

C. Employees can exhibit resentment for the company, co-workers, and/or supervisor

D. All of the above

Module Five: Review Questions

5. What is the term for when a reviewer focuses only on a narrow set of goals to determine an overall rating?

A. The halo (or horn) effect

B. The similar-to-me effect

C. The contrast effect

D. The butterfly effect

Module Five: Review Questions

6. Which is true about the halo (or horn) effect?

A. The score is based on the team's effort

B. The score is based on the reviewer's first impression only

C. The score is based on one or a few categories of the annual review

D. All of the above

Module Five: Review Questions

7. What does central tendency mean?

A. Averaging the team's score in place of an individual's performance

B. Averaging the team's opinion of the individual's performance

C. Averaging the customer's opinion of the individual's performance

D. All of the above

Module Five: Review Questions

8. Which of the following is an example of central tendency?

A. Favoring one team member over another

B. Using some of the goals, instead of all of them for performance reviews

C. Using the team's performance as an individual's performance

D. All of the above

Module Five: Review Questions

9. We have all been affected on some level by the _____, though we may not have known the term for it.

A. Controversial Effect

B. Contrast effect

C. Egotistical effect

D. Subservient effect

Module Five: Review Questions

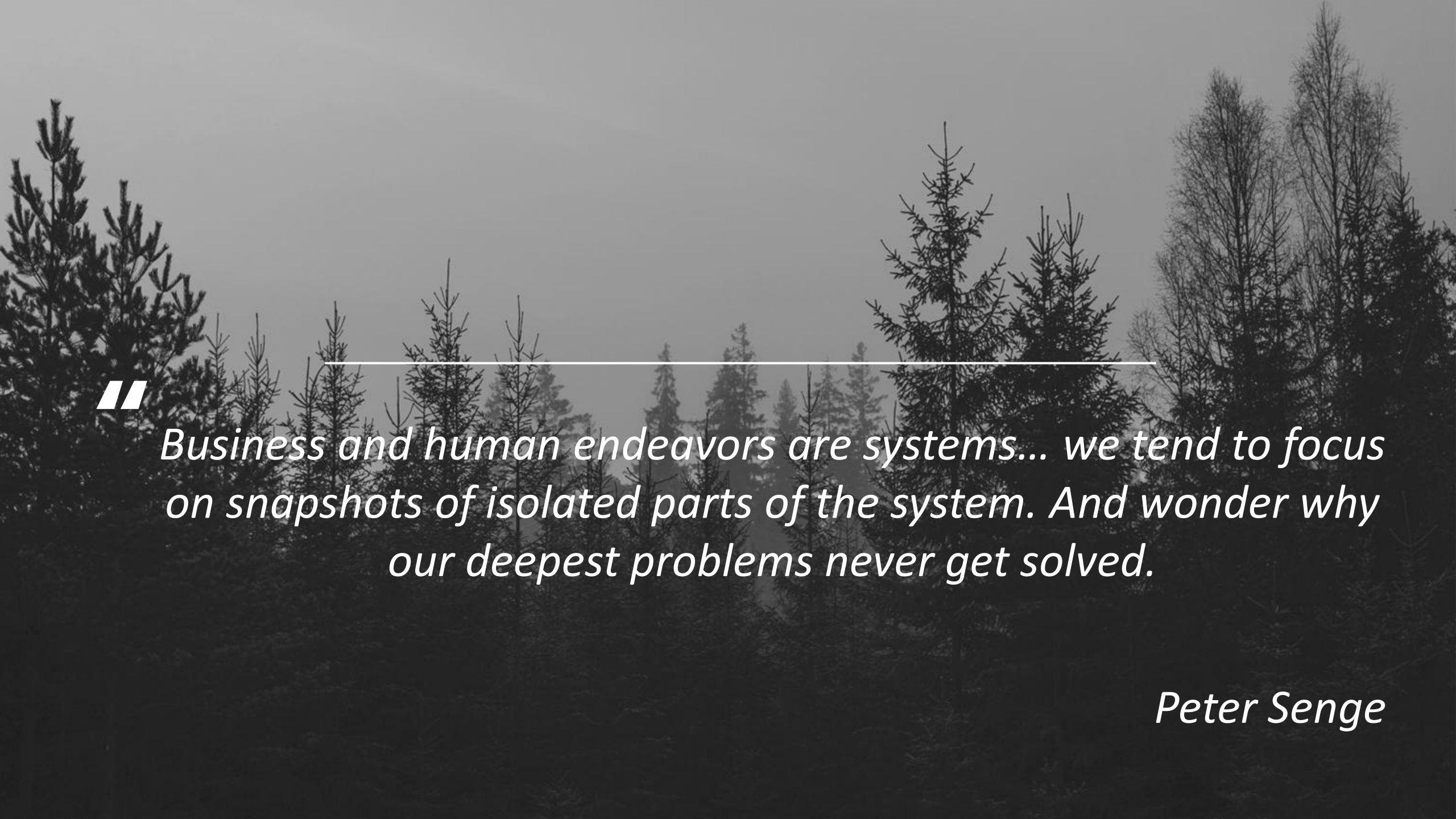
10. Annual employee reviews can be a great asset for a company, if _____.

A. Completed quickly

B. Done frequently

C. Done correctly

D. All of the above



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Business and human endeavors are systems... we tend to focus on snapshots of isolated parts of the system. And wonder why our deepest problems never get solved.

Peter Senge

MODULE SIX

Mistakes Managers Make when Conducting Employee Reviews (II)

There are a lot of mistakes that a manager can make when conducting an employee review: desire to please, and bias are two.



Leniency/Desire to Please

- Sandwich criticism between compliments
- Offer solutions to problems
- Be direct

First Impression Bias

First impression bias means allowing a prior impression of an individual to cloud all future decisions.





Rater Bias

Rater bias means rating an employee based on personal feelings instead of actual facts.

Recency Effect

Allowing the most recently concluded evaluation rating to skew the rater's judgment.



Practical Illustration



- Leniency/Desire to Please
- First Impression Bias
- Rater Bias
- Recency Bias

Module Six: Review Questions

1. What is giving a favorable rating to an undeserving employee to avoid conflict?

A. Leniency

B. First impression bias

C. Rater bias

D. Recency effect

Module Six: Review Questions

2. What is not a way to give constructive criticism?

A. Be specific

B. Overwhelm employees with a lot of criticism

C. Sandwich criticism between compliments

D. Show the employee that you care and understand

Module Six: Review Questions

3. What is first impression bias?

A. Giving a favorable rating to an undeserving employee just to avoid conflict

B. Rating an employee based on personal feelings instead of actual facts

C. Allowing a prior impression of an individual to cloud all future decisions

D. None of the above

Module Six: Review Questions

4. Which is an example of first impression bias?

A. Giving an employee a high score because the reviewer went to summer camp with them

B. Giving an employee a low score because of a narrow margin of goals

C. Giving an employee high marks because the team performed well

D. None of the above

Module Six: Review Questions

5. What is rater bias?

A. Rating an employee based on a narrow margin of goals

B. Rating an employee based on personal feelings instead of actual facts

C. Rating an employee based on first impressions

D. Rating an employee based on recent evaluations

Module Six: Review Questions

6. Which of the following is true about rater bias?

A. It is unfair to your employee if your bias is not in their favor

B. It's unfair to your employee if your bias is in their favor

C. It's wrong to let your personal feelings interfere with your employee's review

D. All of the above

Module Six: Review Questions

7. What does it mean when the reviewer allows the most recently concluded evaluation rating to skew the judgment of the performance evaluation presently taking place?

A. Recency effect

B. Similar-to-you effect

C. Relevancy effect

D. Rater bias

Module Six: Review Questions

8. What happens to an employee when you don't take into account their growth over the previous year?

A. They feel like they are doing a good job

B. They will become engaged in their job

C. They will become disengaged in their job

D. All of the above

Module Six: Review Questions

9. Unfortunately, there are a lot of mistakes that a manager can make when conducting an employee _____.

A. Interview

B. Review

C. Exit interview

D. None of the above

Module Six: Review Questions

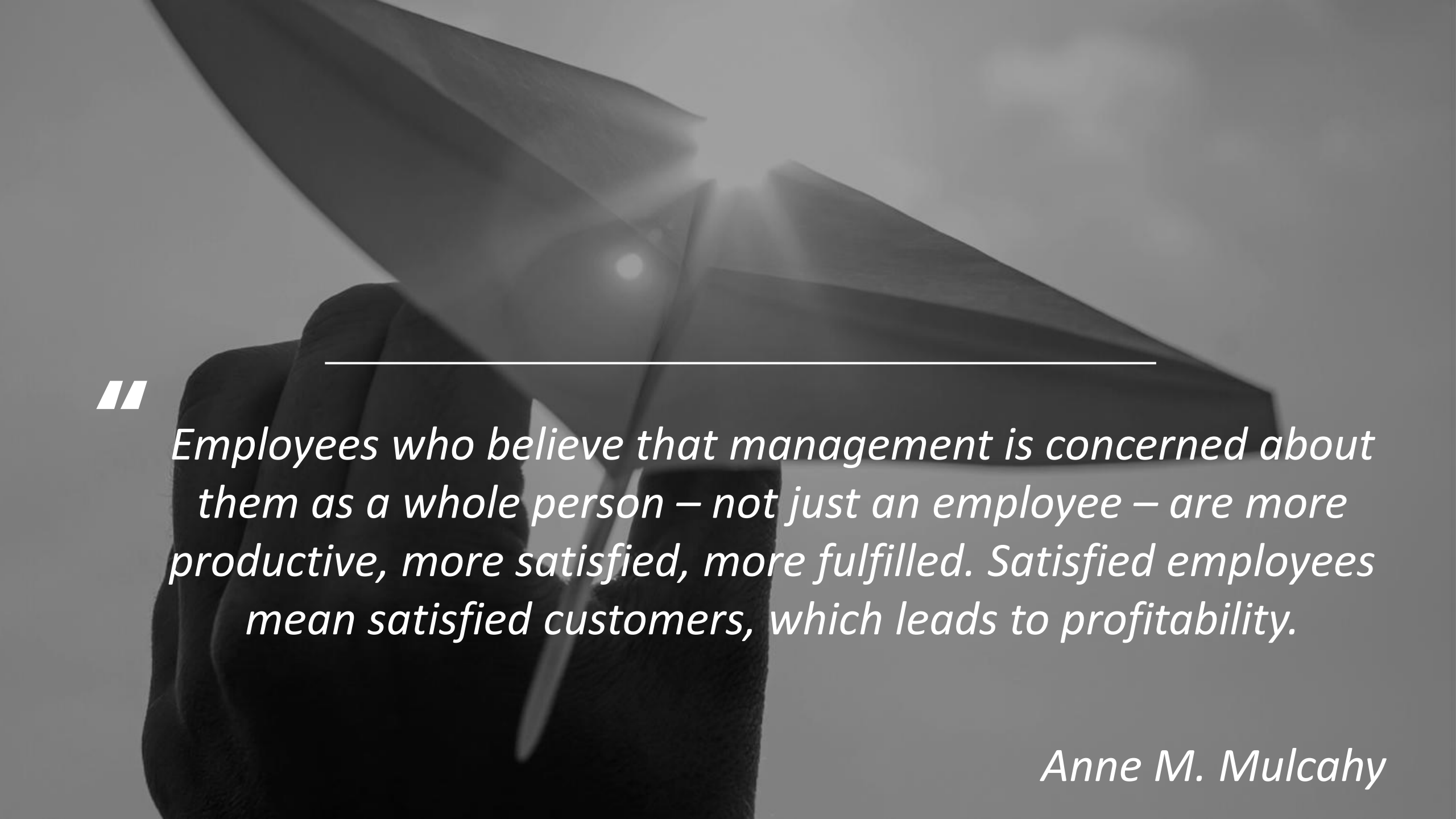
10. Giving an employee _____ is never easy.

A. Tips for improvement

B. Your personal opinion of them

C. Constructive criticism

D. None of the above

A grayscale photograph of a hand holding a flag, with the flag's fabric and a bright light source creating a lens flare effect. The background is a cloudy sky.

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Employees who believe that management is concerned about them as a whole person – not just an employee – are more productive, more satisfied, more fulfilled. Satisfied employees mean satisfied customers, which leads to profitability.

Anne M. Mulcahy

MODULE SEVEN

Successful Tips for Concept of Pay for Performance

It's common to financially compensate for good reviews. When dealing with money there are some issues to watch for.



No Surprises

You should make sure performance benchmarks are communicated in a clear and concise manner.

Focus on the Basics

It's easy to get caught up
in the incentive part of
the process.





Show Clear Disparity

If every employee is striving to be the best, productivity will go through the roof!

One for All and All for One

When setting up an incentive system ensure the system doesn't discourage your employees.



Practical Illustration



- No Surprises
- Focus on Basics
- Show Clear Disparity
- One For All and All For One

Module Seven: Review Questions

1. When you are adding compensation to your annual reviews you need to ensure that there is/are _____, otherwise problems will arise.

A. No witnesses

B. No surprises

C. Clear disparity

D. Rater bias

Module Seven: Review Questions

2. Benchmarks should be communicated in what kind of manner?

A. Clear and inconsistent

B. Clear and confrontational

C. Clear and concise

D. None of the above

Module Seven: Review Questions

3. What should you first understand as a reviewer?

A. The performance review process

B. The employee's hiring process

C. The performance enhancement
process

D. None of the above

Module Seven: Review Questions

4. Once you understand the process, what can you move on to?

A. Bonuses

B. Stock Options

C. Pay increases

D. All of the above

Module Seven: Review Questions

5. What happens to productivity when employees strive for excellence?

A. Productivity declines

B. Productivity stays the same

C. Productivity increases

D. None of the above

Module Seven: Review Questions

6. When you are creating your performance appraisals, you want to show _____.

A. Rater bias

B. Clear disparity

C. Recency effect

D. Central tendency

Module Seven: Review Questions

7. When you set up your incentive system, you want the system to _____ employees.

A. Encourage

B. Discourage

C. Include

D. All of the above

Module Seven: Review Questions

8. What should you avoid doing when rewarding employees?

A. Rewarding the team as well as the top performer

B. Rewarding only the top performer

C. Rewarding the team to keep morale high

D. All of the above

Module Seven: Review Questions

9. When doing annual reviews, it's common to _____ for good reviews.

A. Financially compensate

B. Push

C. Ask

D. All of the above

Module Seven: Review Questions

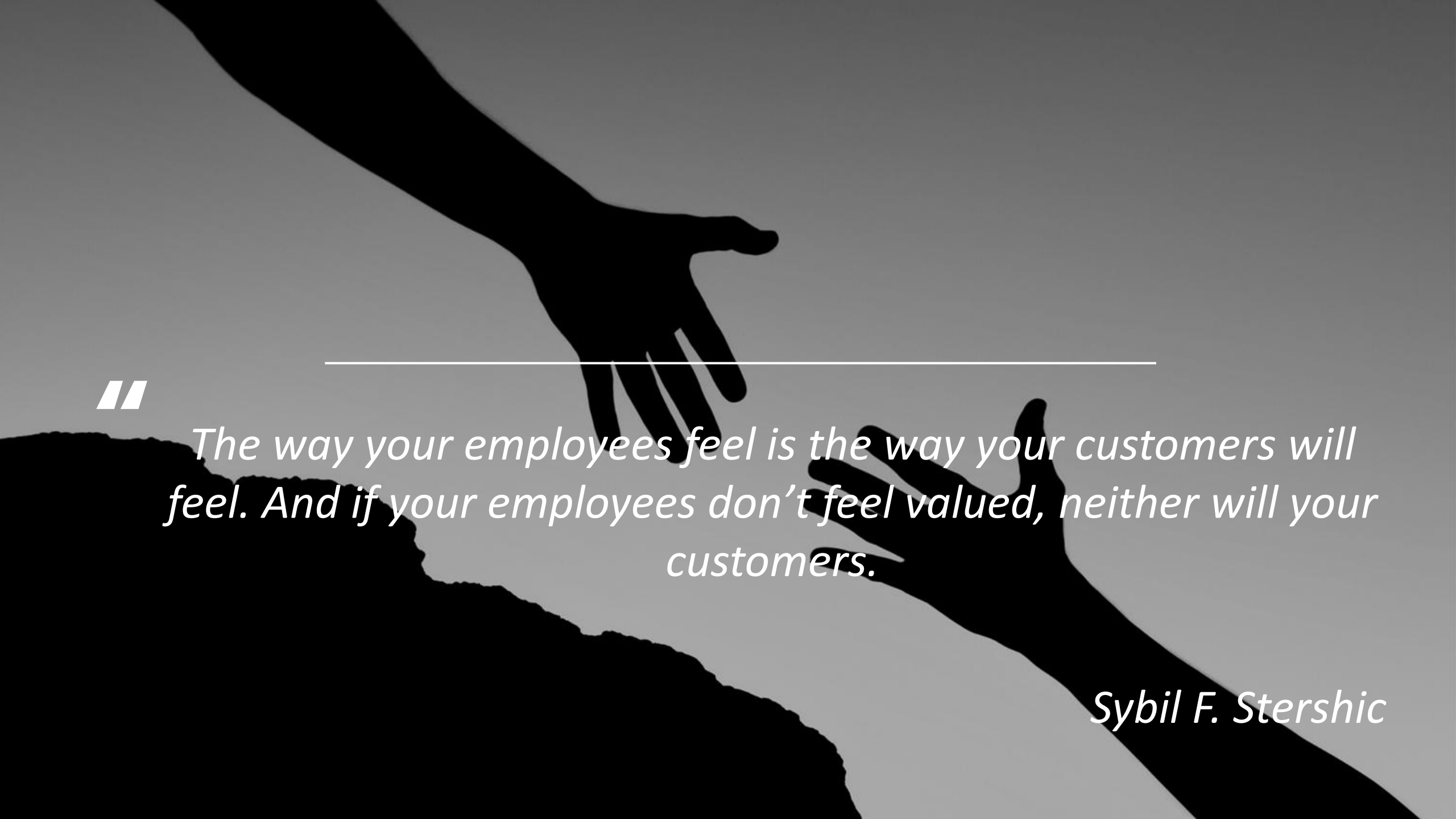
10. Benchmarks should be shared with employees when?

A. The day of their review

B. Two years into the job

C. One year into the job

D. At orientation



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The way your employees feel is the way your customers will feel. And if your employees don't feel valued, neither will your customers.

Sybil F. Stershic

MODULE EIGHT

How to Tie Employee Compensation to Firm-Wide Returns

Your overall goal is to have happy employees. Employees who are happy and engaged help raise productivity and profits throughout the company.



Set Quarterly Revenue Target

One of the ways you can tie employee compensation to company-wide returns is to set a quarterly revenue target.

Set Employee Goal

When you are setting your employees' goals, make sure the goals are reasonable.





Conduct Quarterly Reviews

Share with employees the current state of affairs of the company; it helps employees take more ownership.

Pay Out Quarterly

An incentive pay-out is enough to keep your employees moving towards goals.



Practical Illustration



- Set Quarterly Revenue Target
- Set Employee Goal
- Conduct Quarterly Reviews
- Pay Out Quarterly

Module Eight: Review Questions

1. What is one way you can tie employee compensation to company-wide returns?

A. Focusing on the basics

B. Setting a quarterly revenue target

C. Showing clear disparity

D. None of the above

Module Eight: Review Questions

2. Which of the following is a step to utilize when setting your quarterly revenue target?

A. Identify your primary market segments

B. Get company-wide commitment for meeting the goals

C. Identify the needed employee time and resources

D. All of the above

Module Eight: Review Questions

3. What should you do once you have set your company's quarterly goals?

A. Identify the amount of funds needed

B. Identify your various market segments

C. Set goals for your employees

D. None of the above

Module Eight: Review Questions

4. Which of the following is one of the ways you can make sure you are setting appropriate goals for your employees?

A. Setting milestones

B. Setting low goals

C. Setting unattainable goals

D. None of the above

Module Eight: Review Questions

5. When conducting quarterly reviews, what should you share with employees?

A. Any issues that are prohibiting the company from reaching its goal

B. Any issues you are having in your personal life

C. Any issues you are having with a co-worker

D. None of the above

Module Eight: Review Questions

6. Why is it a good idea to share the company's current state of affairs with employees?

A. It helps employees decide if they want to change companies

B. It helps employees take ownership

C. It helps employees make informed decisions about their stock purchases

D. None of the above

Module Eight: Review Questions

7. What should you do after you've set your company's goals, employees', goals, and conducted your quarterly reviews?

A. State what is working

B. Pay out

C. Ask for suggestions from employees

D. All of the above

Module Eight: Review Questions

8. According to the text, what aids in employees performing to the best of their ability?

A. Supplies

B. Time off from work

C. Harsh punishments

D. None of the above

Module Eight: Review Questions

9. Your goal, when administering reviews, should be _____.

A. To let employees know what they can do better

B. To let co-workers know who is achieving what

C. To have happy employees

D. All of the above

Module Eight: Review Questions

10. How can you set your quarterly target?

A. Decide your anticipated growth rate for the next year

B. Identify your primary market segments

C. A and B

D. None of the above



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Culture is about performance, and making people feel good about how they contribute to the whole.

Tracy Streckenbach

MODULE NINE

How to Communicate Employee Expectations Effectively

When you are implementing an employee review process, you need to be able to communicate what you expect of your employees.



Have Regular Conversations

Regular conversations help build a familiarity between you and your employees.

State What's Working

No employee wants to be told only the things they are doing wrong.





Be Honest

Employees respond better to honesty, and can detect deceit better than you think.

Provide Mentoring

- Raises familiarity
- Creates a learning environment
- Allows the mentor to share resources, knowledge, and skills



Practical Illustration



- Have Regular Conversations
- State What's Working
- Be Honest
- Provide Mentoring

Module Nine: Review Questions

1. What do regular conversations help build?

A. Familiarity

B. Consumption

C. Condescension

D. None of the above

Module Nine: Review Questions

2. Which of the following is a benefit of having regular conversations with your employees?

A. Helps the employee feel less comfortable with you as a supervisor

B. Helps the employee know what is going on in the company

C. Helps the employee feel more comfortable with you as a supervisor

D. None of the above

Module Nine: Review Questions

3. While constructive criticism is important, _____ is equally as important.

A. Quarterly payout

B. Employee goal

C. Clear disparity

D. None of the above

Module Nine: Review Questions

4. What gives employees a sense of accomplishment and helps motivate them?

A. Negative feedback

B. Positive feedback

C. Neutral Feedback

D. Regular conversations

Module Nine: Review Questions

5. According to the survey done by CareerLink, what percentage of employees wanted more honesty from their supervisors?

A. 90%

B. 100%

C. 10%

D. 75%

Module Nine: Review Questions

6. What happens when managers are not honest with their employees?

A. Productivity stays the same

B. Employees become engaged

C. Productivity increases

D. Productivity slows down

Module Nine: Review Questions

7. How do you lead by example?

A. By mentoring your employees

B. By showing them training manuals

C. By having other people give constructive criticism

D. None of the above

Module Nine: Review Questions

8. Which of the following is not a benefit of mentoring?

A. Raises employee engagement

B. Raises familiarity between you and an employee

C. Creates a safe learning environment

D. None of the above

Module Nine: Review Questions

9. In any relationship, _____ is key.

A. Personality

B. Criticism

C. Conflict

D. Communication

Module Nine: Review Questions

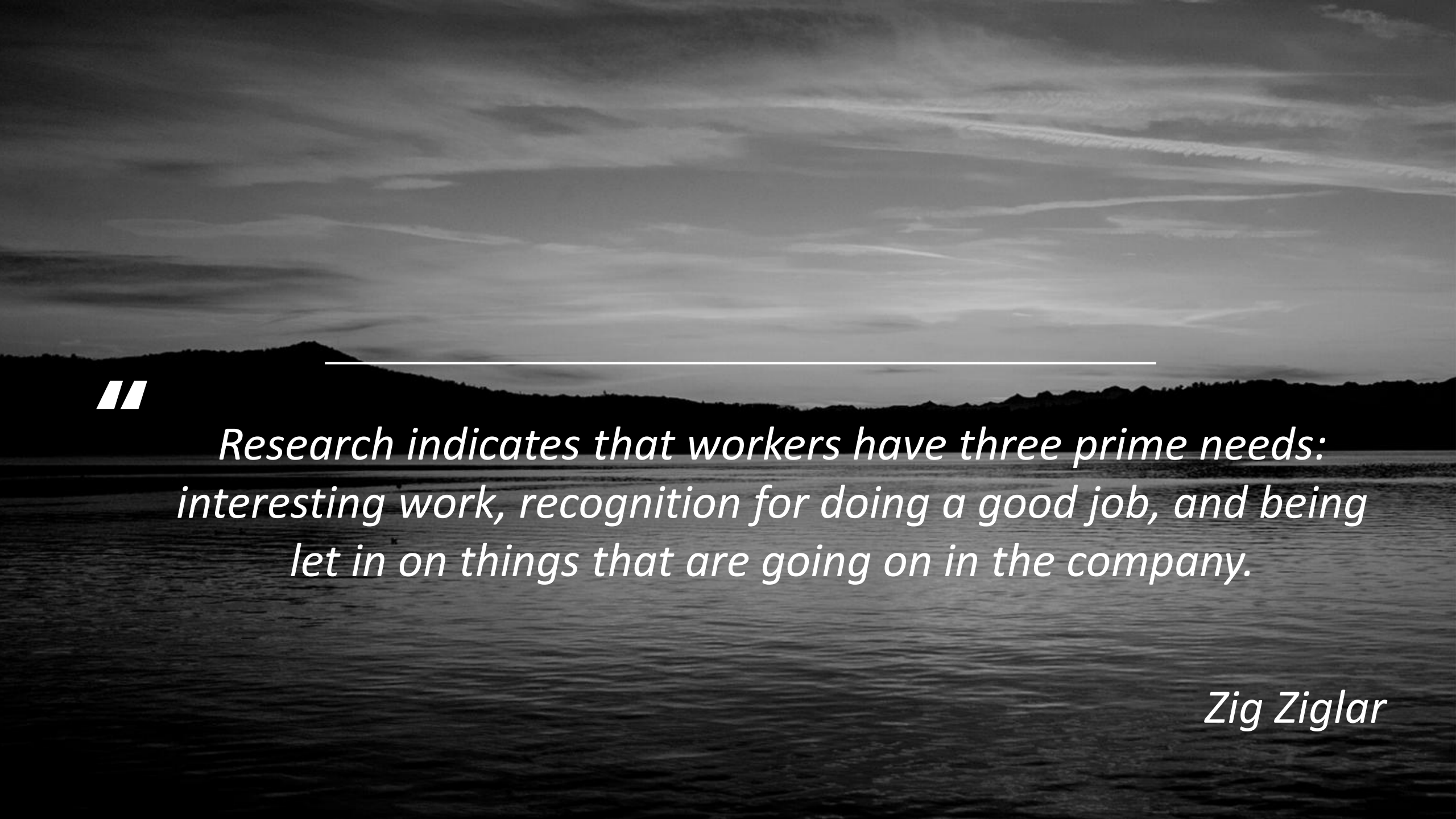
10. One of the ways you can convey your expectations to your employees is to have regular _____.

A. Reviews

B. Lunches

C. Conversations

D. None of the above



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*Research indicates that workers have three prime needs:
interesting work, recognition for doing a good job, and being
let in on things that are going on in the company.*

Zig Ziglar

MODULE TEN

Meaningful Questions to Gauge Employee Happiness (I)

Employee reviews lead to happier employees. Happier employees mean better productivity for your company.



Ask Questions Frequently

Asking questions is the best way to get the answers you're seeking.

How Transparent is Management?

Employees have a right to know what is going on within the company.





Rate Quality of Facility?

Making sure that you have a place for employees to go to that they feel safe in is important.

Contributing Factors to Work Easier?

Ask your employees what contributing factors would make work easier.



Practical Illustration



- Ask Questions Frequently
- How Transparent is Management?
- Rate Quality of Facility?
- Contributing Factors to Work Easier?

Module Ten: Review Questions

1. What is the best way to get the answers you want?

A. Ask questions

B. Threaten people

C. Demand answers

D. None of the above

Module Ten: Review Questions

2. Which of the following is not a benefit of asking your employees questions?

A. Helps you gauge employee engagement

B. Helps you understand problems employees may be having

C. Helps you determine what your price point should be

D. None of the above

Module Ten: Review Questions

3. When employees feel like management is hiding information, they start to feel what?

A. Engaged

B. Disengaged

C. Endangered

D. Endeared

Module Ten: Review Questions

4. Knowing what is going on within the company helps employees' work_____ for you and your company.

A. Slower

B. Suffer

C. Leniently

D. Harder

Module Ten: Review Questions

5. Which of the following is true about employee workplace facilities?

A. The facility doesn't help or hinder employee engagement

B. They should be safe and aesthetically pleasing

C. The facility should be safe but aesthetics doesn't matter

D. None of the above

Module Ten: Review Questions

6. If the facility is not up to par, it can make your employees feel like they _____.

A. Are very important

B. Are respected

C. Are not important

D. Are appreciated

Module Ten: Review Questions

7. Who should you ask questions of in order to gain insight into your employees' jobs?

A. Your employees

B. Your supervisor

C. A third party company

D. Your customers

Module Ten: Review Questions

8. Why should you ask your employees suggestions with regard to their job processes?

A. They can give insight on what devices would make the job easier

B. They can tell you what's working and what's not working

C. They can suggest alternate processes

D. All of the above

Module Ten: Review Questions

9. Employee reviews lead to _____ employees.

A. Productive

B. Happier

C. Creative

D. Fewer

Module Ten: Review Questions

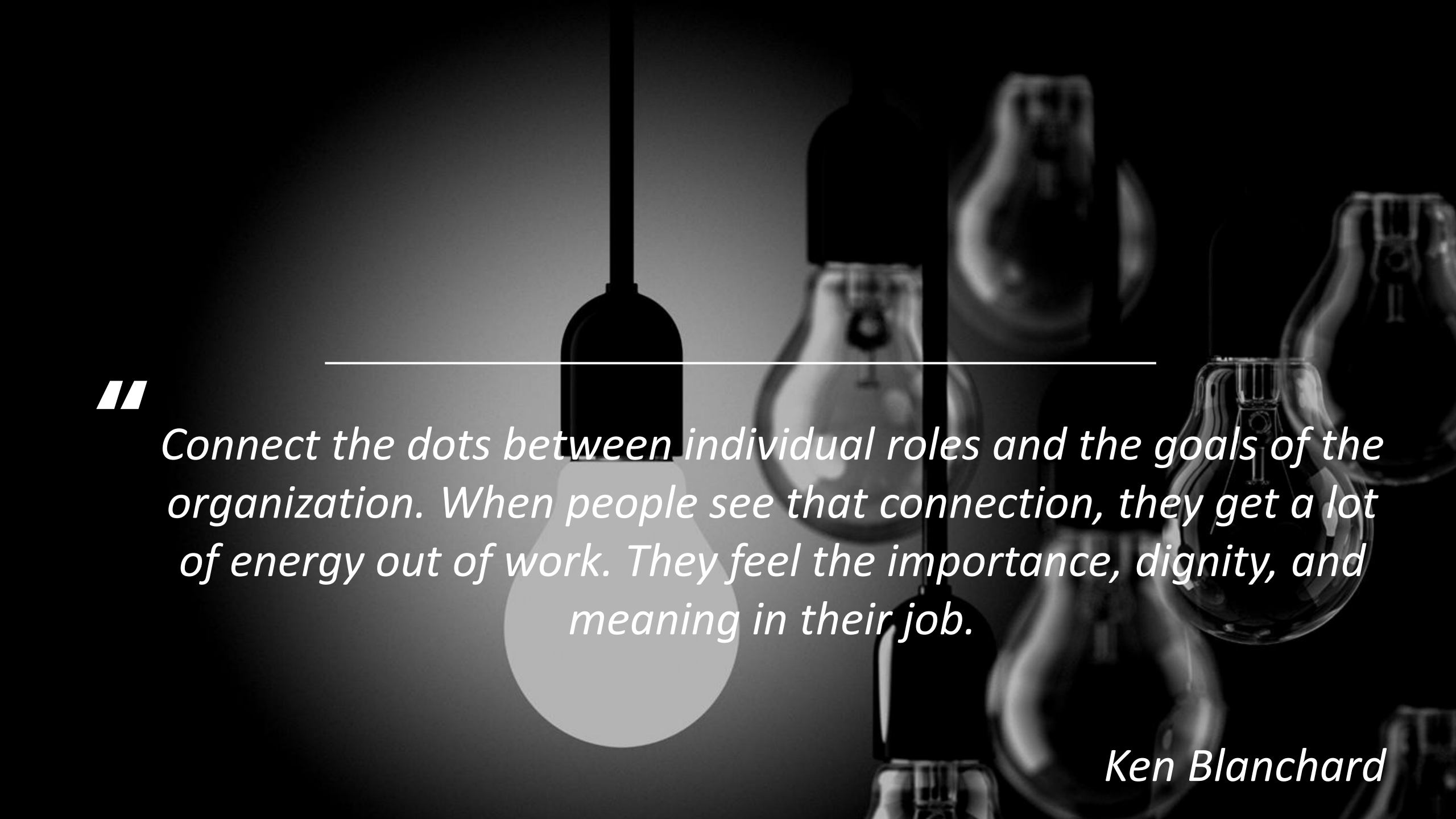
10. Just as you want your employees to feel like they can ask you questions, you need to be able to _____.

A. Probe into their personal lives

B. Ask them questions

C. Gives them constructive criticism

D. None of the above



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Connect the dots between individual roles and the goals of the organization. When people see that connection, they get a lot of energy out of work. They feel the importance, dignity, and meaning in their job.

Ken Blanchard

MODULE ELEVEN

Meaningful Questions to Gauge Employee Happiness (II)

How can you keep your employees happy? Ask them questions, and be transparent about company matters.



What Makes You Productive?

It's important to remember that your employees are your most prized resource.

Recognition?

One way to check if your employees are receiving good recognition is to ask them.





Opportunities to Grow and Advance?

Allowing an employee to
advance to another career

Paying for an employee to
obtain a college degree

Paying for an employee to
obtain a certificate

Confidence in Leadership?

Ask employees if they are confident in their leadership team.



Practical Illustration



- What Makes You Productive?
- Recognition?
- Opportunities to Grow and Advance?
- Confidence in Leadership?

Module Eleven: Review Questions

1. As supervisors, we are often looking for ways to increase _____.

A. Productivity

B. Employee turnover

C. Employee supervisor

D. None of the above

Module Eleven: Review Questions

2. Which of the following is true about productivity?

A. You don't have to do anything to increase productivity

B. There are third party consultants that companies hire to gain insight into what drives productivity

C. Productivity is a myth

D. None of the above

Module Eleven: Review Questions

3. What is a benefit of employee recognition?

A. Keeps employees discontent

B. Shows you what you're doing wrong

C. Increases employee engagement

D. All of the above

Module Eleven: Review Questions

4. What is the best way to see if your employees feel like they are being recognized for good work?

A. Develop a company mission statement

B. Train them on customer service standards

C. Assess their work style

D. Ask them

Module Eleven: Review Questions

5. Which of the following is a recommended question from the text that you should ask your employees?

A. If they feel like they were loved enough as a child

B. If they feel like your paycheck is too low

C. If they feel like they are given enough opportunities to complain about their boss

D. If they feel like they are given enough opportunities to advance their careers

Module Eleven: Review Questions

6. Which of the following is not an example of an opportunity to grow and advance professionally?

A. Paying for them to go to school for a degree

B. Offering them the opportunity to have lunch with the management team

C. Offering additional on-the-job training

D. None of the above

Module Eleven: Review Questions

7. What is a benefit of asking your employees if they are confident in their leadership?

A. You can use their suggestions to become a better supervisor

B. You can see how much your employees dislike you

C. You can ignore all of their suggestions

D. All of the above

Module Eleven: Review Questions

8. What question can you ask your employees to see what they want from their leadership team?

A. Are they happy with the facility

B. What do they think about their opportunities to grow professionally

C. Are they confident in their leadership

D. None of the above

Module Eleven: Review Questions

9. It's important to remember that your employees are your most _____.

A. Important asset

B. Honest critic

C. Prized resource

D. None of the above

Module Eleven: Review Questions

10. Typically, employees will gladly tell you if they feel like they are being recognized for _____.

A. Their great communication skills

B. Good performance

C. Their management style

D. None of the above

Wrapping Up

Although this workshop is coming to a close, we hope that your journey to understanding Conducting Annual Employee Reviews is just beginning.



Words From the Wise

Appreciate everything your associates do for the business. Nothing else can quite substitute for a few well-chosen, well-timed, sincere words of praise. They're absolutely free and worth a fortune.

- Sam Walton

Understanding your employee's perspective can go a long way towards increasing productivity and happiness.

- Kathryn Minshew

Recently, I was asked if I was going to fire an employee who made a mistake that cost the company \$600,000. No, I replied, I just spent \$600,000 training him. Why would I want somebody to hire his experience?

- Thomas J. Watson