

High performance

Effective employee evaluations a key tool for increasing productivity

People want to take pride in their work, to go home each day confident that they have earned their pay.

The challenge facing any manager is how to help them accomplish this. How can you help those you supervise be more effective?

There are a several reasons why people don't do what you want them to do when you want them to do it. Probably at the top of that list is that they don't know what you want. A clear and concise job description is a good starting point, but after that should come a report card. No, not one to be sent home to their parents, but one that updates each employee on current performance vs. expected performance. Hopefully it's close to 110 percent.

A well structured periodic employee evaluation program is beneficial to both the employer and the employee.

Here are some ways to accomplish that.

Be specific

Employees welcome periodic performance evaluations that are objective and intended toward improved job performance.

The evaluation process starts before the employee is hired. Objective means that the evaluation clearly relates to the individual's written job description. What is the object? What am I aiming at? Where's the target? We all know that the general idea is to take care of business, but where do I fit in? The job description is the starting point. What do I expect this person to do?

Employees perceive performance reviews as constructive if judgments of performance are based on observable behaviors and backed up with documented results rather than general statements of opinion. The only way to accomplish this is to involve the first-hand supervisor in the process.

And then, the most important phase, be prepared to offer solutions. How can this person become the most valued employee you envision? How can you work together toward improvement?

Any company's most valuable resource is its personnel.

— Ron Hequet, chief consultant,
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