



# PERFORMANCE IMPROVEMENT AND MANAGEMENT.

**USING EFFECTIVE PERFORMANCE  
MANAGEMENT IN YOUR BUSINESS  
IS OFTEN ABOUT APPLYING  
COMMON SENSE AND A  
STEP-BY-STEP PROCESS.**

Common sense tells us that people inherently want to do a good job. They want to know when they are doing well, and they want the knowledge and the chance to change things if they are not.

## OUR APPROACH

At the heart of effective performance management are **clearly set expectations**, reinforced consistently through feedback, enabled through people development and, where needed enforced through disciplinary measures.

We believe that when people are given clear expectations and the encouragement and means to meet those, they will be intrinsically driven to perform and conduct themselves to meet those expectations.

Performance improvement and management should be approached with this mindset as the Manager's mindset is a key piece in the success of the process.

## THE REAL COST OF GETTING IT WRONG

✓ Managers spend **210 hours** a year on performance management and employees spend 40 hours per year (Gartner). Time is money!

Businesses need to ensure that their approach to performance improvement and performance management is effective and efficient.

✓ Performance and conduct issues ending in termination may result in a **Fair Work Unfair Dismissal Claim**.

When a business is not able to defend the decision or the process, the risks are penalties of up to 6 months of the employee's wages or an order to reinstate.

✓ The intent of the process is to steer the employee back on track and retain them as a valuable, contributing team member.

Poorly or clumsily handled processes may result in **disengagement, demotivation** and ultimately the **loss** of what may otherwise have been a valuable team member.

## PROCESS OVERVIEW

The performance/conduct improvement and management process has three main phases.

1. **ALIGNMENT AND CLARITY**  
early intervention for minor concerns
2. **PERFORMANCE**  
Improvement Plans for more serious, detailed discussions
3. **FORMAL PERFORMANCE**  
Management for significant or ongoing issues.

The process is **not necessarily linear**.

An issue may warrant starting at the Performance Improvement Plan or even the Formal Performance Management stage, or it may start at Performance Improvement Plans and downgrade to Alignment and Clarity discussions once expectations have been met and you are simply monitoring.

The process may also stop at any point where the performance or conduct is improved or may progress through to termination of employment.

## HOW WE CAN HELP

Focus HR can assist businesses navigating the process of performance improvement and management in a range of including:

- ✓ Providing a complete 'DIY' kit for Performance Improvement to Management.
- ✓ Walking alongside Managers in managing serious performance and misconduct issues.
- ✓ Being your sounding board for balanced advice on managing your people issues.



Focus HR's guides provide a common sense approach to navigating the tricky world of employee performance improvement and management, increasing your chances of a positive and respectful outcome.

Contact us today for an obligation-free consultation to discuss our step-by-step guide and tools to give you the confidence to effectively manage your people.

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