

raising the performance bar

In tough trading conditions it is more important than ever to ensure that your people are performing at their best, and that their efforts are aligned with your organisation's strategy.

The success of your organisation will depend upon the performance of individuals who are clear about what is expected of them and are motivated to achieve it. People perform at their best when they have the opportunity to use their strengths, receive feedback on how they are doing and feel that their contribution is valued. Line managers are crucial to managing performance and many organisations use a performance review or appraisal process to provide structure to this.

Managing performance effectively can help you to:

- align individual objectives and priorities with the goals and values of the organisation. Some organisations use a balanced scorecard approach to maintain a common alignment of priorities and measures of progress. Typically this starts by linking the business planning process to the cascading of objectives through the management chain. Regular reviews of progress and updating of objectives are important to maintain this sense of connection
- achieve a motivated and committed workforce who can respond quickly to change. If people understand the organisational and team goals, they can see where their contribution fits in. If they know how they are doing, then they are more likely to be willing to commit discretionary effort to meet and exceed their own objectives. Feedback on performance is an essential part of maintaining this commitment



- identify the talent in your organisation so that you can incentivise and reward the high performers appropriately and retain them. You need to be able to measure performance objectively so that you can differentiate the top performers. Remember to review the behaviours that are demonstrated as well as the outcomes achieved as this may tie into the values of your organisation
- handle under-performance firmly and fairly. Line managers will require clear processes and appropriate training to enable them to deal promptly and effectively with performance problems.

How can we help?

Whether you want to improve an existing performance review process or introduce a new approach, we can support you with:

- clarifying your key measures of success for the business that can be communicated clearly and meaningfully at each level of your organisation
- developing competencies and performance standards that link to organisational goals and values and which can be used to assess performance fairly and objectively
- designing performance review processes that engage and motivate employees to improve their own performance and plan their own development
- training managers in how to conduct performance reviews effectively, including setting objectives, providing feedback and running the review meeting
- guiding managers in how to handle employee performance problems quickly and effectively
- developing clear links between performance and pay to enable you to have a fair and transparent system for rewarding high performance.

We can also assist you with developing competency frameworks to define the behaviours that underpin effective performance in your organisation, and with managing performance at board level.

Next steps

If you would like to discuss your performance management requirements in more detail, please contact one of the People Management team below.

Alternatively, for more information on the HR services we provide visit www.smith.williamson.co.uk/peoplemanagement or call our HR helpline on 0117 376 2076.

For further information:

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Offices: London, Belfast, Bristol, Birmingham, Dublin, Glasgow, Guildford, Salisbury, Southampton and Worcester.

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