“Good to Great" Employees: Feedback and Rewards

Kate Noreiko
Noreiko HR Consulting, LLC
You will learn:

- Feedback: Performance management:
  - Should you eliminate the dreaded annual performance evaluation?
  - What are alternative performance evaluation techniques?
  - Performance management resources

- Rewards:
  - Guidelines
  - No cost/low cost options
  - Resources
Performance Management:

- Option #1: Eliminate the annual performance review
  - Employees do not like it
  - Managers do not like it
  - Even HR does not like it

But, is the problem the idea or what is developed and administered?
Performance Management (continued)

- Option #2: Short paragraphs: goals met
- Option #3: Competency based evaluations
- Option #4: 360 evaluations
- Option #5: On-line evaluation tools
On-line evaluation tools:

- eAppraisal (Halogen)
- Reviewsnap (Applied Training Systems)
- 20 Dollar Eval (SUI)
- Performance PAM (Performance PAM)
- EmpXrack (Saigun Technologies)
Guidelines:

- Evaluation based on current, relevant information: up to date job description
- Self evaluation
- Frequent feedback: consider quarterly, semi-annual goals
- Relevant: tied to organizational/team goals
- Developmental
Performance Management (cont.)

- Remember!
  - What is purpose of evaluation tool?
  - Who benefits with the use of your performance evaluation tool?
  - Employees learn best by example.
Rewards:

- Guidelines:
  - Timely
  - Relevant
  - Specific
  - Delivered in personal manner
  - Open
Rewards (continued)

- Low cost/no cost options
  - “Thank you”
  - Handwritten, personal notes
  - Published recognition: e.g., employee newsletter, company e-mail, social media
  - Note to employee’s family: “thank you”
  - Acknowledgement of successes at beginning of staff meetings
  - Board recognition
Rewards (continued)

Special, personal item for office/cubicle
- Breakfast delivered to employee’s office
- Unexpected time off: e.g., Friday afternoon in summer
- Certificate for massage, exercise class, walk with an employee: tie in with employee wellness program
- Party/celebration for no special reason: group “thank you”
- Team “green space”/office garden
Resources:

- World at Work: www.worldatwork.org
- Society for Human Resource Management: www.shrm.org
Resources (continued)

- Books: Feedback
Resources (continued)

- Books: Rewards


Contact:

- Kate Noreiko @ Noreiko HR Consulting, LLC
- (815)501–8814
- noreikohr@gmail.com
- www.noreikohr.com