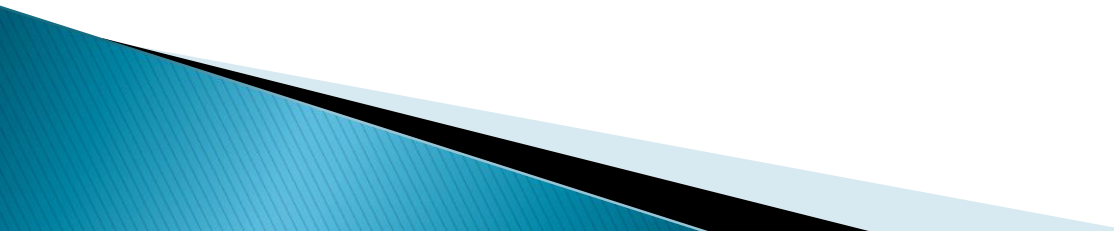


# **“Good to Great” Employees: Feedback and Rewards**

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
- 

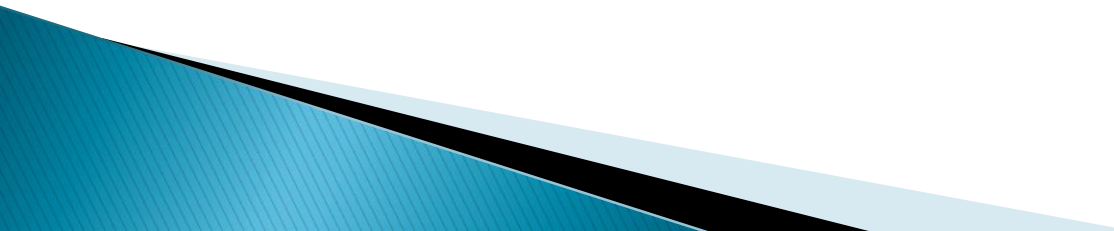
# Performance Management:

- ▶ 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?

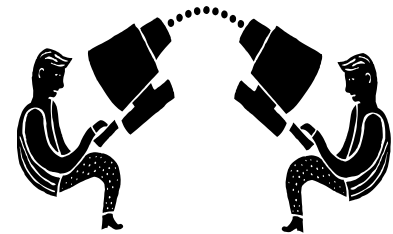
# Performance Management (continued)

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

# Performance Management (continued)

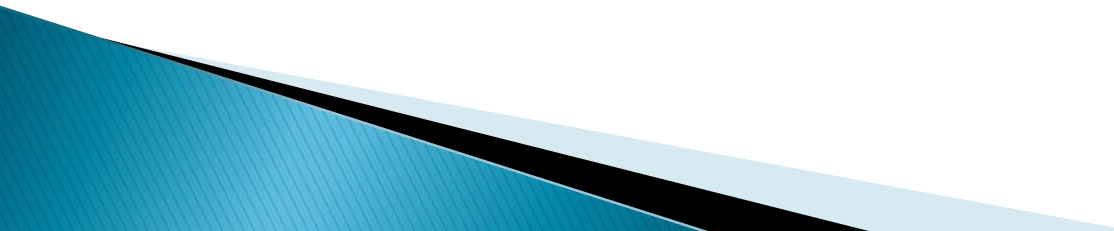
## ▶ On-line evaluation tools:

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



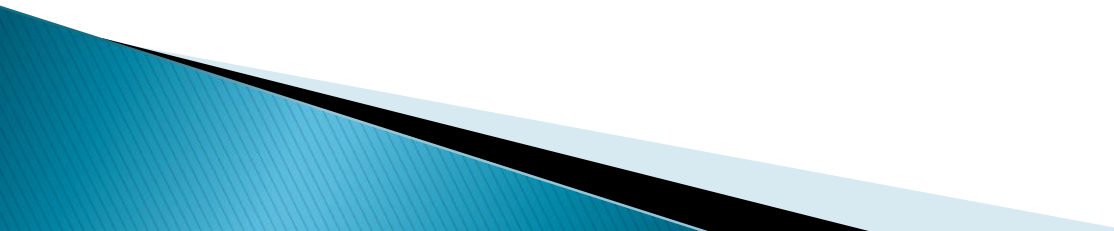
# Performance Management (continued)

## ▶ 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.
- 

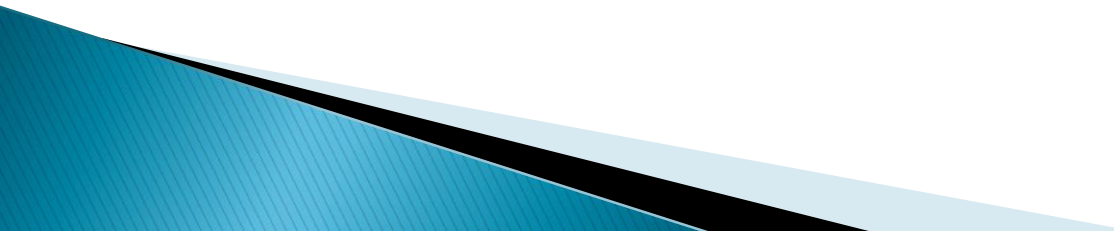
# Rewards:

- ▶ 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:

## ▶ Organizations:

- World at Work: [www.worldatwork.org](http://www.worldatwork.org)
- Society for Human Resource Management:  
[www.shrm.org](http://www.shrm.org)

# Resources (continued)

## ▶ Books: Feedback

- Fish! A Remarkable Way to Boost Morale and Improve Results. 2000. Stephen C. Lundin, Ph.D., Harry Paul, and John Christensen.
- Performance Appraisal Source Book – A Collection of Practical Samples. 2003. Mike Deblieux.
- Ready to Use Performance Appraisals. 2007. William S. Swan, Ph.D. with Leslie E. Wilson.

# Resources (continued)

## ▶ Books: Rewards

- Make Their Day! Employee Recognition that Works. 2<sup>nd</sup> edition. May 2009. Cindy Ventrice
- 1501 Ways to Reward Employees. March 2012. Bob Nelson, Ph.D.
- The Carrot Principle: How the Best Managers Use Recognition to Engage Their People, Retain Talent and Accelerate Performance. April 2009. Adrian Gostick and Chester Elton.
- 1001 Rewards and Recognition Fieldbook. January 2002. Dean Spitzer and Bob Nelson.

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