

ASSESSMENT # 4**Total Marks: 30****Q.1. Short Questions:****(25)**

- i. Outline the main tasks that a performance management team is expected to perform.
- ii. What is the relationship between motivation and personal effectiveness?
- iii. “The good managers must possess effective problem solving and conflict resolution skills”. Discuss.
- iv. ‘Rewarding is essential for motivation’. What type of incentives would be most suitable for the following workers
 - a) A cleaner
 - b) A salesperson
 - c) A nurse
 - d) A shop assistant?
- v. Some types of incentives are mentioned below; make separate lists for financial and non-financial incentives:
Good wages, bonus payments, good working environment, responsibility to make decisions, fringe benefits, promotion opportunity, being praised for good work, commissions varied and interesting work, extra payments for overtime, long-term contract, feeling challenged by the work.

Case Study:**5**

John is a regional manager of a chain of stores that sell computer equipment and accessories, mainly based out of town in retail parks.

A new manager has been appointed to one of the stores, which employs 20 staff. This store is currently experiencing a number of challenges which John wants the new manager to address. Among these are the following:

- A growing absence problem among the store’s staff
- Deterioration in staff morale, largely due to the unpopularity of the previous manager, who left suddenly a month ago
- Sales have been falling since a rival opened a store on the same site.
- The company has a formal appraisal process for all staff but the previous manager is known to have neglected this area.

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Based on the above issues, select which you think are the most appropriate objectives to be included in an annual performance management plan, and compile a suitable set of performance objectives for the newly appointed manager, complete with measures and time scale.