Performance Management

i. Outline the main tasks that a performance management team is expected to perform.

A performance Management Team is expected to perform various functions. They are responsible for Setting Goals, which have to be reachable; Leading and Coaching and Mentoring, meaning that they are the example for other employees and they can train others in order to achieve the best results; Delegation, it is the act to give responsibility to other employees who can then take decisions without asking for permissions and work unsupervisioned taking some of the workload from managers; Punishment and Rewarding are also tasks the Performance Management Team is expected to perform.

ii. What is the relationship between motivation and personal effectiveness?

Motivation and Personal Effectiveness are both important on your workplace and sometimes your employees do feel the need to be recognised or motivated. Motivation and targets keep the personal effectiveness and employee satisfaction high, therefore your employees become more effective.

iii. "The good managers must possess effective problem solving and conflict resolution skill". Discuss.

I strongly agree with the above quote. Managers need to be able to provide solutions to problems and be able to resolve conflicts that can arise on the workplace.

iv. 'Rewarding is essential for motivation'. Which types of incentives would be most suitable for the following workers

- a) A cleaner : good wage and long term contract, extra payment for over time along with recognition for her hard work.(sometimes we only praise and focus on big bosses/leaders/managers forgetting who is at lower positions)

- b) A sales person: commissions, promotion opportunities and fringe benefits

- c) A nurse: recognition for hard work and a good work environment

- d) A shop assistant: commissions and

v. Some types of incentives are mentioned below make separate lists for financial and non financial incentives:
Financial—Good wage, bonus payments, fringe benefits, promotion opportunities, commissions, extra payments for over time. Non financial — good working environment, responsibility to make decisions, being praised for good work, varied and interesting work, long term contract, feeling challenged by the work.

Case Study

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

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

- A growing absence problem among the store's staff
- Deterioration in staff morale, largely due to unpopularity of the previous manager, who left suddenly a month ago
- Sales have been falling since a rival have 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.

- 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.

The most appropriate objectives I would include in an annual performance management plan are:

- putting in place a series of trainings and rewards to bring up staff morale
- new and more efficient selling and work procedures to ensure sales go up again - along with personal targets to be reviewed every 3 moths
- create new policies to be followed and punishments to avoid/ reduce absence.