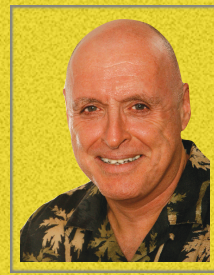


THE EXTRA POINT

BY JERRY ROBERTS



4 Employee Evaluations # 2

Yesterday I railed against employee evaluations as being inefficient, expensive, hateful, and a monumental waste of time. Following that you said that might be true but you do want some mechanism to determine performance and be able to grow talent. Is that right? Okay, here it is...intro please, Mr. Gibson...

How you should have been handling your employee evaluations all along...I'm Jerry Roberts and we reveal that, next, on The Extra Point.

Yesterday I told how the employee evaluation systems are not serving the purpose you may once have thought they were intended for.

They're expensive, people hate them, and they accomplish little to nothing of value for the worker, and if there's any value at all, they protect the company in making future decisions regarding that worker.

All right Jerry, then what should evaluations be?

Number 1, the session should be free-flowing, two-way feedback, all centered on performance — where the employee is now, and where you **both agree** they want to be by the next evaluation. Once you figure that out, you build a plan to get them there. Training, mentoring, whatever it takes to raise their game.

Number 2, it shouldn't be an annual exercise. Workers need more frequent feedback. I suggest quarterly. "Wait a second, did he say Quarterly?" Okay, before you choke on your breakfast, let me explain.

After the initial get together, which could take an hour, maybe even two, updates can be handled in just a few minutes, sort of a

check-in to see how things are going and to make modifications to the plan, if needed.

The evaluation should be an uplifting, energizing, relationship-building time for both the manager and worker, because it focuses on planning for future success and improving one's skills. It should be positive and hopeful, and something everybody looks forward to. Not the worrisome, burdensome, expensive and generally worthless mess it is now.

Now I know some people will be fearful to try something new. Same ol, same ol, bad as it may be, is at least familiar...and we'll just grit our teeth and get through it again. I get it... but It doesn't have to be that way.

Last point on this...if there's no way out of this nasty evaluation jungle for you and you have to go through the existing process, then layer what I'm talking about on top of it. At least then something good will come from the time spent.

You can do better. You and your team deserve better. And your organization will be a whole lot better off, if you create evaluations that serve — are you ready — as a true launching pad for higher performance.

That's The Extra Point. Get out there and make something good happen today. For 93.3, I'm Jerry Roberts.

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