

**Breakthrough  
Performance**  
Further, faster, together

**The Forum**  
Raising Standards in  
Customer Operations

# 10 Tips for Performance Management

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The Forum

# Set clear expectations

# Treat as an individual

- Everyone is different
- Take the individual distinctions into account when managing performance
- You cannot take a 'sheep dip' approach

# Regular feedback

- Make it regular!
  - It is something that requires constant attention
- It isn't a once a year or once every 3 month event...

# Try not to rearrange (stick to the date)



- Team members won't engage with development if development time is continually rearranged
- If we deprioritise it then what are the consequences?

# Balanced feedback

- Provide balance
- The feedback sandwich is old hat
- Don't gloss over the good
- And don't labour on the bad



# Support and develop



- What opportunities are available to them
- Different tasks?
- Training?
- What about the high performers?

# Have a consistent framework

**LACK OF  
CONSISTENCY  
CAN BRING ON A  
LACK OF  
INTEREST.**



# Think about performance incentives...

- What are the pro's & con's for your environment
- Do they drive the right behaviour?
- Could the investment be offset somewhere else?



# Use the tools available to you

- Utilise insight
- Develop/create meaningful metrics
- Engage your teams



# Practice what you preach...

- Don't be a hypocrite
- Behaviour breeds behaviour
- We cannot expect others to be accountable when we don't apply the practices ourselves

