

Short Description of the Presentation:

Have you ever had to hold a performance review with a nonresponsive, overreacting or overconfident employee? If so, this presentation is just for you. Learn how to prepare for the review, what questions to ask and even how to fire the employee, if necessary. This presentation will literally help turn headache employees into hard workers.

Preparation – The Best Way to Prevent Problems

- Tips on taking notes during year
- Documenting good and poor performance
- Reviewing past reviews

Have Employee Prepare for the Performance Review

- Joint planning for next year (give them a week to prepare)
- Review past reviews no matter who from
- What have they done over past year and how have they improved
- Set goals for next year to accomplish
- Career goals

Three Questions the Manager Should Always Ask

- What do you think is the hardest part of your job?
- What do you love most about your job?
- What would you like to be more appreciated for?

Does Workload Reflect Last Year's Job Description?

- Has the job description changed and does it need to be updated?
- What are their strengths and what areas need improvement
- List next year's goals

Think About the Overall Goals for the Department and/or Company

Suggestions on How to Recognize a Person's Potential

Tips for Completing the Performance Review Form

- Always fill out review form BEFORE the review
- What should be on the form
- Qualities needed of job

How to Handle Those Tough Conversations

- Look at differences in expectations (yours and the employees)
- Describe the impact of their negative behavior/performance on coworkers and customers

- Have employee provide solutions for problem areas
- Set the goal and a timeline to accomplish it

Three Types of People that Cause the Most Problems

- Nonresponsive (How to draw them out)
- Person who over reacts (How to handle)
- Overconfident (How to prepare)

When, and How, to Terminate!

