

5 Ways Great Managers Improve Employee Performance

It may appear that all great managers know the secret to improving an employees performance. But what these managers know is no secret at all: everything you ever needed to know about enhancing the productivity of your employees is actually contained in a few simple techniques that are guaranteed to increase the efficiency of your business.



5 Things That Every Great Manager Knows

These five things are not profit margin, gains, losses, tax deductions, or assets - but instead are the human factors of management.

You cannot put a price or value on the factors that drive an employees performance. This is because most people remain with an employer because of the quality and satisfaction derived from a rewarding and balanced workplace.

Great managers recognize and respect this "x factor" of the business world and work to improve it with these simple tips.

1. Motivation

Every employee is unique; therefore the motivation to perform better will be different for each person. Identify the motivator for each employee and provide opportunities that encourage their interest and performance.

2. Setting Goals

Make sure you have a vision for how you want your business to operate now and in the future. Communicate your vision to your employees so that they are directing their energies toward a common goal. They will feel like they are a part of the business and this will enhance performance.

3. Praise

Take advantage of big and small opportunities to praise your employees for work well done. Your recognition of their performance means a lot and it is important that you acknowledge their efforts.

4. Feedback

Be lavish with praise but selfish with criticisms -but do offer kind words of constructive feedback that makes your employees feel respected and valued.

5. Management

Be available as a resource to your employees. They should feel comfortable to approach you with questions and concerns and not feel as if they are imposing on your time. They should be able to depend upon you for guidance and as a model of what excellent performance is all about.

A Last Word...

As you can see, there is no one secret to improving the performance level of employees. You can start today with these simple tips that are easy to implement into the everyday workings of your business. After all, your employees and business deserve anything and everything that will help them flourish and continue to grow.

The Bottom-line on Satisfied Employees

The success of an organization does not solely depend on management but on the work of its employees as well. An employee that enjoys his or her position and feels rewarded by their efforts will ultimately be the most successful in their careers and the most beneficial to the company.

There is nothing like being around happy, satisfied employees who bring their optimism and productivity to the organization. These are the employees who are the most attentive to the needs of the customer and strive to go that extra mile to be the most helpful.



A positive attitude is contagious and can change the attitude of every staff member around. However, just as a positive mindset is easily spread, so is a negative one. If a member of the team is unhappy, watch out! His or her negative attitude can become infectious - contaminating fellow co-worker and customers alike.

Pessimistic employees can breed an atmosphere of low morale which equals decreased productivity, employee turnover, and unproductive time spent gossiping and complaining among co-workers.

In order to combat negativity in the work place, it is essential that employees receive ongoing motivation from management to perform their work to the best of their abilities. Regular contact with employees is necessary to show that you care about their contributions.

The Importance of Performance Reviews

The Bottom-line on Satisfied Employeescontinued

If you employ people in your business, you're going to be faced with a number of tricky management issues - dealing with tardiness, sick leave, and keeping your staff motivated.

Performance reviews can be useful for motivating employees, but only if they are accurate. An inaccurate review, which fails to recognize the employee's value to the organization, can be worse than no review at all.

If a performance review fails to take note of an employee's shortcomings, it won't be taken seriously.

If an employee consistently performs poorly, it's vital to document this, as well as any corrective action that is taken.

Your staff may be genuinely unaware that their performance in some areas is poor (or exceptional!), unless you tell them.

Most employers conduct performance reviews annually, in order to decide on salary increases and bonuses. Since performance reviews should build on previous reviews, it's better to conduct them more regularly - every 4 months is a good frequency.

Employees thrive on feedback, and regular performance reviews provide a consistent framework for providing positive reinforcement.

Under-performing employees can also benefit. Regular reviews can identify weak performance areas, and allow you to set clear goals and expectations, and to coach and mentor the employee to improve their performance.

Objectivity is vital. You need to concentrate on measuring performance, and not on quirks of personality.

The performance review should relate directly to the employee's job profile - your employees do have job profiles, or job descriptions, don't they? The job profile should identify the Key Performance Areas for the job.

For instance, some Key Performance Areas for a receptionist might be:

- answer incoming calls within 3 rings
- take messages accurately and pass them on quickly
- type at a rate of 25 words a minute

The more measurable a Key Performance Area, the better. Some other measurable Key Performance Areas include:

- number of sick days
- number of absent days
- number of instances of tardiness
- number of customer complaints
- number of customer compliments
- number of co-worker complaints



Of course, you would have to keep accurate records of all of these, in the employee's personal file.

You should prepare a performance review form for each employee, which lists the Key Performance Areas for the job, and provides a matrix for you to record the performance in each area.

For example, you might rate the employee's performance in each Key Performance Area against a scale of 'Poor, Satisfactory, Good, Very Good, Excellent'

Performance reviews should be a collaborative process - as far as possible, the employee should agree with your assessment .

Another way to beat low morale is to develop an employee satisfaction survey. This is an easy, anonymous way for employees to voice their concerns and problems without being identified. Issues that are brought up from the survey can be addressed during an organizational meeting.

Other ways that an employer can create an environment that motivates employees include:

- Staff lunches
- Holiday celebrations
- Employee of the month
- Continuing education programs

An organization that recognizes that its employees are valuable and deserve to receive a certain amount of praise and recognition will benefit from increased productivity and employee satisfaction and retention, which in turn, will positively affect customer satisfaction. Otherwise, the expense of training each new employee so that they may excel in some other organization is foolish, time-consuming and expensive.

Management with the "easy-come-easy-go" mentality creates conflict, confusion and quite a bit of turnover in the workplace. Nothing positive can be gained by treating employees in such a manner. It's no wonder that some employees treat their positions as a 9-to-5 job.

Any organization can make changes for the better and help create an environment that is conducive to employee happiness. After all, the success of your business depends upon it.

The organization with the right approach will be the one to reap the rewards of success.

Managing staff, being responsible for them and staying within employment law can be a pain!

Contact us now for a no obligation review of your HR practices.

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Next month: Ten Tips To Improve Your Networking Skills, The Importance of Networking, Business Networking puts More Money in Your Pocket

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