

Are performance reviews outdated?

Performance reviews serve as a chance for employees and their managers to sit down together and analyse how the employee has been performing; it's a chance for a conversation, for an exchange of ideas and a chance for the employee to grasp an insight into the thought processes of their manager – but are they still the most effective way of having this conversation?

Of course, a healthy exchange of ideas and a review of your employee's time at the company seems like a good idea, yet most employees feel that performance reviews are 'blindsiding, anxiety-inducing and demoralising,' according to research conducted by Forbes.

In fact, a study by the Human Resources Society found that a massive 95% of employees are at least dissatisfied with the performance review process. A further 58% stated that they don't trust their manager's expertise whilst Adobe research found that 18% of men and 25% of women had actually broken down after a performance review.

It's clear that the traditional performance review simply doesn't work. However, research by OfficeVibe found that 96% of employees agree that regular feedback is good, and actively want more from their manager. So, how can this be actioned if a performance review isn't the way to do it?

Whilst there isn't one simple answer, there are a few different alternatives to try. The first is simply to deliver effective feedback regularly in the workday when it applies to the work being carried out. This is more of a 'positive reinforcement' technique, as it allows you to truly manage an employee's workload and performance, without dumping a lot of advice and KPIs on them in one go.

Secondly, many employers see positive results from holding regular townhalls with their team in which a truly reciprocal conversation can take place. In this case, employees feel far more able to ask questions and understand your directions, without feeling attacked.

Others choose to utilise systems in which employees themselves come to their own conclusions about their performance. For example, creating a simple questionnaire, in which an employee is given the opportunity to truly evaluate himself or herself and offer up their own improvement targets, can transform the conversation and prevent employees from feeling targeted or attacked.

What are your thoughts about KPIs at work and dealing with employee feedback? Let us know by emailing us at: info@dsaexecutive.com

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