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Performance Management Process

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Performance Management Process

A process that guarantees pursuit of accomplishing set objectives by a company yearly is known as performance management. It is essential to conduct this performance because it shows potential issues that can be taken care of early enough during the process (DeNisi & Murphy, 2017). Companies that get the performance management process right tend to get ahead of other companies; this enables the employer or company to get the full potential out of their employees. The other reason why employees conduct a performance management process is to ensure that employees whose performances do not exceed the set expectations are addressed. It also ensures that employees get to know and understand the quality of work expected of them to deliver, and the employee's development opportunity is identified.

Question 1

The elements used by AG&E Company for performance management are organizational performance and employee performance. Under organizational performance, the process is conducted to evaluate the performance of the department regarding the company's vision and business goals (Kearney, 2018). To achieve this, the following measures are put in place namely objectives of business plans and plan of action, planning of human resources, performance measurement, target, and training support. The performance of employees is achieved through continuous engagement that helps a team achieve business objectives and improves employees through various steps. Such steps include execution plans, orientation, development and learning plans, coaching performance and assessing performance.

AE&G Company is using performance pay and a unique program to achieve to performance management. Performance pay involves the compensation of employees based on individual performance (Kearney, 2018). On the other hand, special programs include awards,

for instance, the prize of excellence is awarded to team leaders in the AG&E organization, while the excellent executive award is for the top executives in the company. The awards are generally determined by a committee.

Question 2

AE&G assess performance through the behavior of managers and employees. If the employees and managers are well behaved, the company's performance will increase. For instance, a motivated employee works well and delivers the company's objective on time with no supervision from the manager. Excellent communication between employees and the manager will increase the performance of AE&G, without proper communication, targets will not be met (Gerrish, 2016).

Performance measurement is performed to motivate managers to make informed decisions for the company and increase productivity in the long run. Therefore, the manager should set realistic goals and make informative decisions that would be evaluated by the owners of the organization. Quality evaluation system should be consistent, time conscious, relevant, measurable and reflect on the AE&E Company goals and achievements. Besides, it should allow comparison to authorize improvement in performance and should be reliable and predictive (Gerrish, 2016). These characteristics are a measure of progress against success. The management in AG&E Company can measure what matters most to the company and focus on those attributes to improve the company's performance.

In the absence of proper performance measurement, achieving the company's objective will be impossible, and this will lead to loss and dissatisfaction of employees. If the performance system is not time-conscious, reliable, or relevant, decision making by managers and feedback will be delayed slowing down the performance management process. On the other hand, if the

measurement system is time-consuming and complex to use, resistance amongst the employees will likely take place in the process (Steers & Lee, 2017).

Question 3

Objectives are essential factors when it comes to performance management. If the goals do not align with the company's plan, then the purpose of conducting performance management becomes pointless. For that reason, in creating an effective evaluation system, goals of the organization should be precise and be well written to avoid confusion (Kearney, 2018). Typically, a manager should set departmental goals that align with the primary objective of the entire company; this helps to reduce conflicts among departments because every one of these departments will have personalized goals. Once the manager is done setting these goals, sharing them with junior staff is the next step as it will help the staff work on achieving these goals. The manager should set goals that not only shows what is expected of the employees but also how these goals will be accomplished. In short, the goal should be SMART- specific, measurable, attainable, reliable, and time-bound. Setting goals using the SMART system gives employees transparency during evaluation (Kearney, 2018).

To create an effective performance system, managing and reviewing employee performance is the next step. Every employee is responsible for their work performance in the workplace. To do so, an employee should keep up a positive attitude towards work, revise and reviewing objectives to stay on track, request feedback on their performance or work projects from managers and supervisors, give feedback when upon request from a supervisor and managers and request for career development opportunities. The performance management system is an instrument that ensures managers can manage well. Therefore, ensures that the

managers have skills and are capable of delivering expectations set by the company and contribute to employees' objectives as well as encouraging teamwork (Kearney, 2018).

Managers should be well trained so that they feel prepared enough to finalize on projects associated with the management process effectively, especially the recently promoted managers. Managers should also know how to coach employees and deal with conflicts that may arise among fellow employees, should be vigilant and provide motivation as well. Such improvement in managers will deliver exemplary results in the success of a company due to teamwork efforts (Mone & Mone, 2018).

The performance management process must add merit to avoid or reduce issues of employees not wanting to participate. So the performance management system should be simple, efficient, and easy to use to encourage full participation for the employees. Upper-level management should show solidarity and offer support by fully participating in the performance management process as well to promote continuous involvement from employees. During this evaluation, employees should be transparent and consider offering solutions to move forward. The mechanism of the process should be regarded as by mentioning how the assessment will be conducted; every year, in groups, or individually (Kearney, 2018).

Notably, the elements and implementations of the performance management process, conducting the evaluation is essential to companies because it helps the company to succeed by knowing the root cause of stagnation or low profits. It is also evident that performing this task, relationships between senior and junior staff become easy due to increased communication and feedback. When conducted effectively, AG&E Company will experience success like no other.

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