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Improving employee performance through appraisal and coaching

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Abstrak

Foreword by Dick Grote Moving beyond more traditional performance-review methods, this book gives readers the tools to build a genuinely proactive performance management program. Fully updated with all-new case studies from major companies, the second edition will help managers and HR professionals: * start a program designed to get maximum results * understand job segments and set performance standards * use coaching as an integral, ongoing driver of performance * streamline the appraisal process * prepare and conduct more effective appraisal interviews * establish improvement plans The book features valuable tools, including appraisal forms used by different organizations, that the reader can use and adapt as needed. New examples cover fields that have changed most dramatically in the last two decades, such as technology, customer service, and more.