Key Elements to Managing Performance
Part I

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Quick Poll Question
#1 tool to manage performance is COMMUNICATION

share expectations | articulate goals | provide feedback
Managing performance refers to optimizing employee potential through feedback, training and educational opportunities, and knowledge sharing.
MANAGING PERFORMANCE

- Set Clear Expectations
- Regular Check-ins
- Train, Coach and Develop
- Delegate and empower

PERFORMANCE MANAGEMENT

- Annual Reviews/Career Conversations
- Policies and Procedures
- Corrective Action
3 Qualities of Human Leadership:

Authenticity.
Empathy.
Adaptability.

How do you put these qualities into action?
What else would you add to this list?
# Orientation vs Onboarding

<table>
<thead>
<tr>
<th>Traditional Orientation</th>
<th>Onboarding</th>
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<tr>
<td>Operationally driven</td>
<td>Part of the strategic process</td>
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<tr>
<td>Universal to all employees</td>
<td>Tailored specifically to individual employee</td>
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<tr>
<td>Supply basic information to the new hire</td>
<td>Introduction to the culture of the University/department</td>
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<td>Formal socialization (office introductions)</td>
<td>Informal socialization (team lunch)</td>
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<td>Have employee start working immediately</td>
<td>Opportunity to shadow a senior team member</td>
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<tr>
<td>Expect employee to &quot;figure out&quot; the job</td>
<td>Provided coaching or mentoring</td>
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<tr>
<td>Can last several days</td>
<td>Can last several months to a year</td>
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<td>Easy to implement</td>
<td>Requires investment</td>
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<tr>
<th>Turnover</th>
<th>Retention</th>
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**The University of Arizona**
Quick Poll Question

Please Put Answer in Chat
1:1 Check-ins

Myths:
- They are project updates
- Not needed, I have open door policy
- They are too time consuming
- We already have weekly team meetings
- I talk to them enough already

Make them meaningful:
- Purpose, Result desired
- Not meet to meet, but ensure regular
- Prepare
- Focus on intended purpose (no checking phone)
Feedback Tips

- When possible, deliver when the employee indicates a willingness for feedback (diverse workforce).
- Ask questions, practice good listening skills, and try not to make assumptions.
- Feedback should be specific and not general.
- Feedback should be given at the earliest possible time.
THANK YOU