

We get it—you're a new company that has just crested over that 20-employee size; suddenly your employees aren't just the early adopters and that crazy, startup feeling is starting to wear down. New employees have been hired for their skills set and personality, and they are looking for systems and processes. You hear in the office, "Well that's not how XXX name does it..." But, no one has ever shared HOW "XXX" actually does it! Your new employees are starting to question your management style. They want feedback—they want to know how they can do better, when they are eligible for a pay rise, and much, much more. So how do we start working within this change period to bring some normalcy and guidance to the everyday?

Before you start thinking that performance management is boring, stuffy, and should be done only once in a while, let's stop. BSP says it all the time, "An employee's success within a company is as much the responsibility of a manager as it is of the employee!" WHAT???? YES, it's true—managers, leaders, and team members are as much impactful to an individual's success as the individual themselves! So as a new manager or growing company, where do you start?

1) Feedback or feedforward

Depending on your take on this—perhaps we should just call it "communication."

Continuous communication is what performance management is about.

These days, individuals want to know what is working or not in an instantaneous manner. They live in a world where information is at their fingertips, and the expectation has shifted into the workplace too.

2) The annual performance review

Despite the rumors, the annual performance review is not dead and still has its place. When done thoughtfully and consistently, it is a great benchmark for salary reviews, yearly goals,

and as a touch point to set new goals for the next year.

3) The Evergreen Plan

This happens between the annual performance reviews and supports the employee with what they need on an ongoing, continuous basis.

The Evergreen Plan is employee-driven as to how often feedback is given and how. Some employees would like feedback once a month while others need to touch base every week. Some prefer verbal feedback; whereas, others may prefer it in written form. Feedback may be given in private or publicly.

We love providing feedback through the Accountability Agreement. Reach out to BSP for a template that helps to lay out how the accountability agreement can increase engagement, contribute to overall goals and really support the employee in what works for them.

Let us know if you have questions on how to implement the Accountability Agreement.