

# HOW TO DELIVER PERFORMANCE EVALUATIONS

Use these six principles to guide your approach to delivering positive and effective performance evaluations.

## BE CONFIDENT & ACT ON BEHALF

As a manager, you have the responsibility to clearly convey the objectives of the organization to the employees you supervise. You are the voice of the organization. It is crucial that you remember your role to act on behalf of the organization.

Whether the feedback you deliver is positive or negative, it is not a personal message you are conveying. Your evaluation is about their work performance only. As such, your ability to stay calm and avoid personal language is vital to the success of effectively evaluating employees.

## DEPERSONALIZE THE DELIVERY

## BE RESPECTFUL WITH YOUR TONE & WORDS

Given your position of power, your voice will be amplified in the mind of the employee. Remember, what you say and how you say it will have a lasting impact. You do not need to raise your voice to sound professional.

Employees are looking for straightforward information. Stick to the objective markers of performance as designated by your organization. Avoid jargon or slang as they are apt to be misinterpreted. For example, "That is cool," could be taken as, "That is cold."

## DELIVER CANDID INFORMATION

## COACH FOR DEVELOPMENT & FOCUS ON STRENGTH

Asking employees what they see as a next step in their development is key in creating ownership of their performance. In the context of what they do best, ask employees what they think they need to continue doing, what they need to begin doing, and what they should stop doing.

Remember, people's patterned ways of thinking and acting are not easily changed. If the employee has an aptitude problem or talent deficiency, focus on placing them in a role that they will more naturally succeed in.

## DON'T TRY TO FIX A TALENT OR APTITUDE PROBLEM