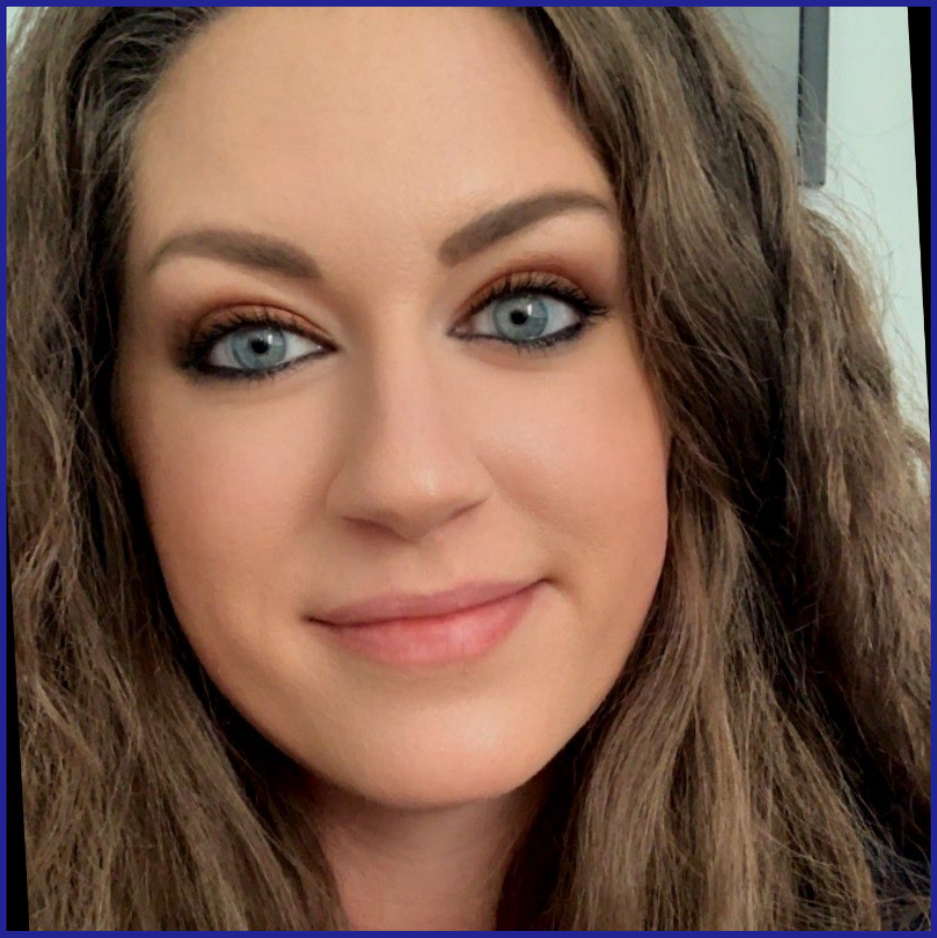




Simple and Scalable Performance Management Solutions for Every Organization

Kate Chamberlain
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Today's Presenter



Kate Chamberlain
HR Consultant

What is Performance Management, and Why Does it Matter?

- Aligns employee performance with business goals
- Develops talent and drives company success
- Strong systems lead to higher retention and better outcomes
- Ensures fair and objective evaluations



The Shift to Modern Performance Management



Traditional

Annual reviews, subjective ratings, no real-time data

Modern

Continuous feedback, data-driven insights, provide systems where employees feel valued and connected

Key Models for Performance Management

GROW: Goal-setting and coaching framework

Goal → **Reality** → **Options** → **Way Forward**

SMART: Clear, actionable objectives with goals

Specific → **Measurable** → **Achievable** → **Relevant** → **Time-Bound**

OKR: Aligning objectives with business strategy, accountability

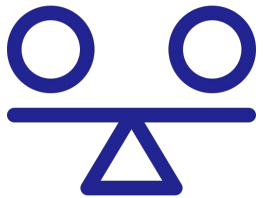
Objectives and Key Results



Holistic Performance Reviews: The 360-Degree Approach



Collects feedback from multiple sources (e.g., colleagues, managers, clients)



Minimizes bias for balanced, fair evaluations



Builds a culture of transparency and accountability

The Power of Feedback: Using the STAR Model

- **S**ituation → **T**ask → **A**ction → **R**esult
- Real-time feedback boosts growth and engagement
- Builds trust and clarity in feedback conversations
- Focuses on collaboration and growth, not blame



Effective Goal Setting for Short and Long-Term Success

- ✓ Short-term goals: Quick wins, frequent adjustments
- ✓ Long-term goals: Strategic alignment with OKRs, business strategy
- ✓ Tips for small teams: Collaborative, flexible goals

Embracing Technology for Better Performance Management

- Tools that track performance and provide real-time data
- AI-driven insights for proactive management
- Automate tasks to focus on meaningful coaching and development
- Self-service platforms for employee engagement



Leveraging Data and Predictive Analytics



Use data to track engagement, workload, and growth opportunities



Identify trends and take proactive steps to retain talent



Data helps eliminate bias and supports evidence-based decisions

Developing Skills with Continuous Learning and Soft Skills Focus

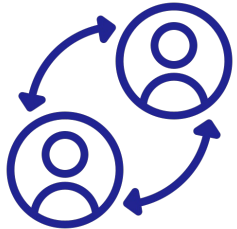
- Offer growth paths in both hard and soft skills
- Invest in employee development for retention and engagement
- Focus on essential human skills as automation grows



Manager Training Essentials for Performance Reviews and Engagement



Structuring Reviews: Checklist approach



Engagement Tips: Regular check-ins, feedback loops



Small Teams: Scaled feedback, mentorship

Incorporating Wellbeing Metrics

- Track stress, work-life balance and job satisfaction
- Support employees holistically for higher retention
- Build a culture where employees feel valued and engaged



Bringing it All Together with an Agile Approach



Set flexible goals and review progress continuously

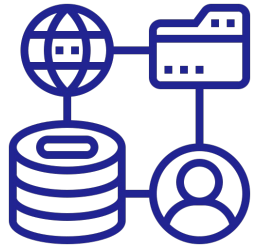


Adapt to evolving business needs



Keep performance management relevant and aligned with priorities

Why Performance Management Matters for You



Modern systems and approaches are flexible, fair, and data-driven



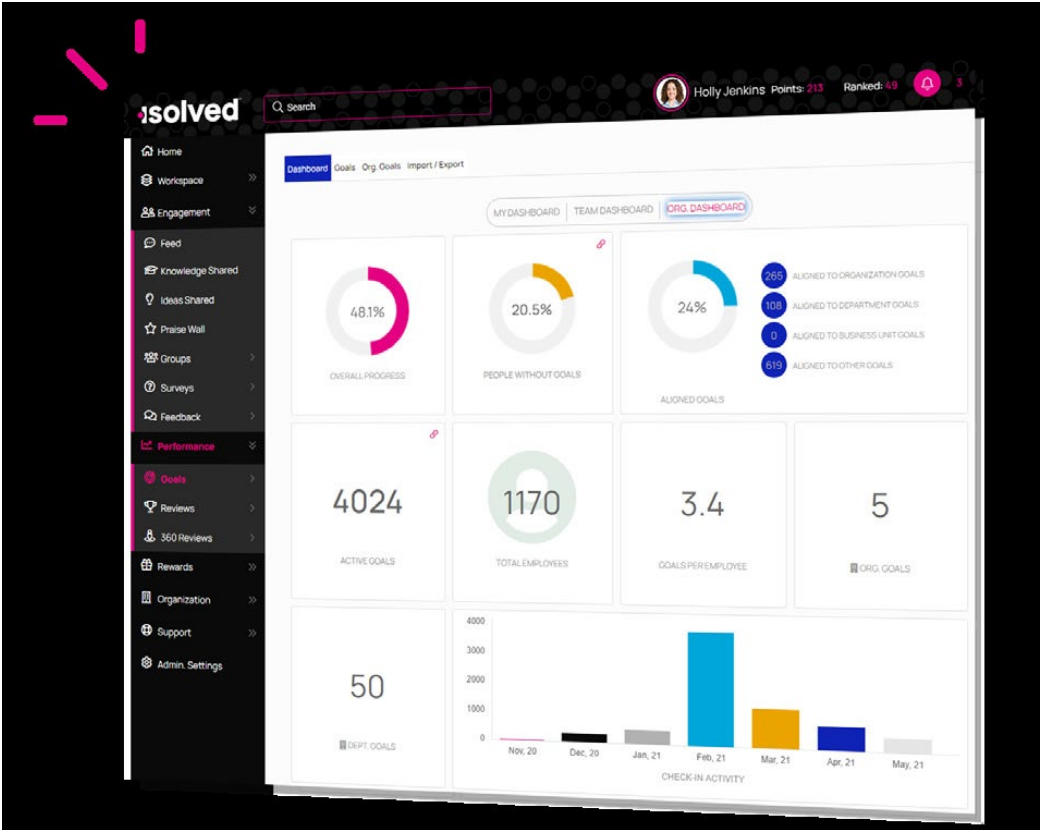
Increase retention, engagement, and business growth



Empower your team, unlock potential, and drive results

Performance Management

- Achieve your performance management goals with GTM’s HCM technology and expertise
- Fuel employee engagement, productivity, and well-being
- Expert guidance on performance management, training and coaching, compensation analysis, and more.





QUESTIONS

Continue the Conversation...



Questions about performance management

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