

# Performance Management

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## 1 Getting Started with Performance Management

Performance Management Defined

Benefits

Are You Ready for Performance Management?

Making Performance Management Work

Communicate Expectations

Involve Employees in the Process

Use a Systematic Approach

Be Willing to Work Hard

Make a Commitment to Success

Performance Management Model

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Step 2: Monitoring Performance

Step 3: Analyzing Performance

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Does the Performer Have the Necessary Knowledge and Skill to Perform the Job?  
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 Is There a Task Interference That Prevents Doing the Job?  
 Do Consequences Match the Performance?  
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What Makes the Process Work? What Should the  
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#### Pay for Performance System

Pay and Organization Strategy

- Pay as a Reward for Performance

- Planning for Pay

### Nonmonetary Rewards for Performance'

- Alignment

- Complement Base Pay

- Low Cost Nonmonetary Rewards

- Unique Approaches to Nonmonetary Rewards

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## 7 Implementing Performance Management

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### Organization Culture and Performance Management Strategies in a Nonsupportive Organization Culture

- Implement a "Local" Performance Management System

- Implement Parts of the System

- Build Support from Within

### Keys to a Successful Performance Management System

- Communicate Expectations

- Involve Employees in the Process

- Use a Systematic Approach

- Be Willing to Work Hard

- Make a Commitment to Success

### Reevaluate Your Readiness for Performance Management

Develop an Implementation Action Plan

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