



Department on Demand

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Managing Employee Performance

Running a business would be so simple if it weren't for the people.....

People earn degrees in business, finance, engineering and marketing, but little attention is paid to how you manage people. The soft stuff often is the hard stuff. This step-by-step guide will provide with the tools and process you need to establish expectations and manage employee performance so you can get "back to business."

Contents:

- **Step-by-step process** you can use today – who, what, when and how to address performance
- Sample employee relations and performance management **policies** for your Employee Handbook
- Templates to help you establish expectations:
 - o **Job Descriptions** – Employee and Manager formats
 - o Staff member update forms to monitor progress and results
- **Templates to address performance issues simply and effectively**
 - o **Pre-written counseling / written warning forms** to address:
 - Attendance
 - Quality
 - Proper use of company time
 - Policy violations
 - o Performance improvement plan
 - o **3 Performance Appraisal format options**
- FAQs
- Lessons Learned / Tips and Tricks

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