

Performance Management

Continuous Performance Feedback

Managing performance is the continuous effort by a leader to provide constructive performance feedback to his or her employees in "real time" to in order to help them realize the best outcomes. Frequent performance feedback, clearly and thoughtfully communicated to you by your supervisor or manager is critical in order to cultivate the high performance that will help you consistently meet or exceed your goals.

The two key components of the "continuous" performance management process:

1. **Performance discussions:** Meetings between you and your manager/supervisor that are both scheduled or impromptu.
2. **Documentation:** Managers log the key points of those discussions in your personal "Performance Log."

1. Performance Discussions

Performance discussions may include:

- Recognition for good work and accomplishments
- Setting and/or clarifying goals and expectations
- Problem solving, developing and/or clarifying actions, timelines, etc.
- Ensuring that you are focused on the right priorities and on track to achieve planned goals
- Providing you with information or resources
- Coaching you in areas in need of development
- Sharing how your performance aligns with CRISTA leader traits and values

2. Documentation: Employee Performance Logs

Feedback given will be noted in your *Performance Log*. ([Performance Log Example](#)). Performance Log entries are intended to summarize what was discussed. Logs may include:

- Date of discussion / interaction
- Key issue(s) discussed: goal achieved, goal setting/progress review, expectations met/not met
- Expectations (deadlines, actions, tasks, corrective measures, etc)
- Plan and/or timeline for improving performance/achieving goals
- Follow up date

The *Performance Log* should be made accessible to you by paper copy (if no computer access), or by email. You are responsible for regularly viewing your log to ensure you are on track to meet the agreed upon performance goals.