

Performance appraisals: strategies for success

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Abstrak

Learn how to make the performance appraisal process deliver maximum value to the organization. Performance appraisals are a critical tool for aligning employee performance with the goals of the organization. They also provide a key point of contact between managers and their people. Yet there are few tasks managers dread more. This book will equip you to meet this managerial challenge with confidence and enthusiasm. Learn how you can make the performance appraisal process deliver maximum value to both the organization and employees. Assessments, diagrams and checklists help you gain a thorough understanding of the performance appraisal process and your role at every stage. Real-world scenarios illustrate common situations and let you listen in on sample conversations. Clear, step-by-step instructions help you write the performance review document and prepare for the critical face-to-face meeting. Throughout the book, exercises give you the opportunity to apply what you learn directly to your own performance appraisal situation. Readers will learn how to:

- ? Assess past performance and set achievable objectives
- ? Prepare a written performance review following a seven-step format
- ? Ensure a successful face-to-face meeting
- ? Create career development plans that support organizational and personal goals
- ? Deal with disciplinary issues and documentation
- ? Coach employees to improve performance
- ? Identify key elements in creating and maintaining a motivating atmosphere
- ? Build relationships and monitor performance with remote employees.

This is an ebook version of the AMA Self-Study course. If you want to take the course for credit you need to either purchase a hard copy of the course through amaselfstudy.