

411 or 911? What's A Manager to Do? **Performance Management Checklist**

- Maintains & demonstrates a *positive* attitude!**
- Act as a role model – diffuses unhealthy rivalries & competition; manages conflict quickly & appropriately**
- Facilitates & encourages problem solving & teamwork**
- Provides employees with up-to-date job descriptions; expresses confidence in ability to do the job**
- Clearly communicates expectations & holds people accountable**
- Meets quarterly with employees to discuss their performance – reinforces successful behavior & directs development opportunities**
- Encourages on-going training & development opportunities; helps attain needed information, resources & technology**
- Provides fair & accurate informal feedback; catches people doing something right!**
- Breaks down projects into manageable components**
- Translates long-term goals into step-by-step plans; sets S.M.A.R.T. goals**
- Listens carefully, objectively to views & opinions – stays open-minded!**
- Emphasizes performance & personality strengths (during performance reviews)**
- Provides detailed, specific & constructive feedback – both positive & development-wise**
- Helps team get started on new projects & celebrates successful completion**
- Stays aware & informed about his/her employee's performance**
- Recognizes & rewards achievement in a timely manner**
- Encourages a fun environment where employees want to come to work!**