Performance Management Feedback – Part 2

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Performance Management

An ongoing process of communication between a supervisor and an employee that occurs throughout the year, in support of accomplishing the strategic objectives of the organization.
What does that look like?

It is a communication process that sets objectives, identifies goals, provides feedback and evaluates results.
Purpose of Feedback

- Reiterates/clarifies performance expectations
- Gives the employee a chance to “alter his/her course” as needed
- Gives the supervisor a chance to see if the employee is “on course”
- Allows the employee and supervisor to “calibrate the course heading” as needed
- Provides concrete suggestions on how to improve
- Provides assistance as needed
- Put the feedback in writing
What Is Feedback

- Verbal/Written (In order to rely on the communication later on it must be in writing!)
- Informal/ Formal
- Specific
- Measurable
- Timely
- Relevant
Delivering Feedback

- Just say no to “feelings”—be objective;
- Give examples (Be Specific);
- The focus is on observable behaviors; and,
- Identify the impact of the observable conduct.
Frequency of Feedback

- Daily: On an individual basis
- Weekly/Bi-Weekly/Monthly/Quarterly:
  - Group expectations/progress
  - Individual expectations/progress
- Annually=Performance Appraisal
Questions?

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