Performance Appraisal

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Title	Duration	Author	Course Description
• Conducting a Performance Review	6	HSI-ej4	Managers, this course is designed to help you turn the review process into a positive experience. We'll talk about how to conduct reviews effectively, to get the best possible outcomes from your employees. We'll discuss setting clear expectations, creating achievable goals, and staying in frequent communication throughout the year. We'll also go over what steps to take before and during each review.
• Analyzing Employee Performance: Introduction to the Can Do, Will Do Grid	6	HSI-ej4	Looking at your team, what percentage of your employees do 100% of their job, 100% correct, 100% of the time? The obvious answer is zero. There's always room for improvement. The question is, what can they do to get better? And what are they willing to do to improve? In this course, we'll introduce viewers to a four-part grid that helps you analyze each individual employee's performance to establish what they are doing, what they should be doing, what they're not doing, and why.
• Analyzing Employee Performance: Utilizing the Can Do, Will Do Grid	6	HSI-ej4	Once you've evaluated an employee using the Can Do, Will Do grid, using their job description and expectations to guide your analysis, what's next? We need to take everything that's not in the desired Can Do, Will Do quadrant and figure out how to get it there. That's exactly what we'll cover in this course. We'll talk about how encouragement, training, transferring duties, and changing expectations will help get your employees to peak performance.
• Analyzing Employee Performance: Motivating Won't Do's Using the Can Do, Will Do Grid	4	HSI-ej4	By now you should be familiar with the Can Do, Will Do grid and how it applies to analyzing the performance of each of your employees. Moving an employee out of a Can't Do or Won't Do quadrant is difficult, requiring a lot of encouragement and training. In this course, we'll talk about how to motivate your employees to make that change. We'll go over the four types of motivation and discuss their pros and cons.
• Documenting Performance: Documentation Do's and Don'ts	7	HSI-ej4	Documenting your employees' performance is always important. It helps to create a history of critical events and decisions that happen during the lifecycle of the employee. Proper employee documentation is also necessary and critical in litigation and other proceedings such as unemployment hearings, grievances, arbitrations, EEO complaints, or information requests. These documents are often seen as credible by a judge or arbitrator. Good documentation may deter costly and risky legal action and reduce your exposure as a leader. In this course, we'll talk through some of the do's and don'ts of proper documentation.
• Documenting Performance: Tips to Make Performance Reviews a Breeze	5	HSI-ej4	Creating good documentation of your interactions with your team should not be seen as an extra chore. It should be an easy way to create a record of the interactions you have with them. By using some simple tricks, technology, and templates, you can have all the things you need as a leader to promote, coach, or terminate a member of your team. We'll discuss keeping handwritten and electronic records and the most efficient ways to store them. We'll also go over how to organize your notes for each employee and how to use keywords and dates for quick retrieval.
• Documenting Performance: Legal Issues of Documenting Performance	5	HSI-ej4	Documenting your employees' performance is always important. It helps to create a history of critical events and decisions that happen during the lifecycle of the employee. Proper employee documentation is also necessary and critical in litigation and other proceedings such as unemployment hearings, grievances, arbitrations, EEO complaints, or information requests. These documents are often seen as credible by a judge or arbitrator. Good documentation may deter costly and risky legal action and reduce your exposure as a leader. In this course, we'll talk through some of the do's and don'ts of proper documentation.

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• How to Receive Feedback	5	HSI-ej4	Supervisors and peers give feedback so you know what you're doing well and where you need to improve. It's an opportunity to help you develop and become more successful. That feedback can either be positive or negative. Whether it's positive or negative, some of us need help accepting feedback.
• Making Sense of Feedback	6	HSI-ej4	Are you getting your proper intake of feedback? By getting regular feedback, and properly digesting it, you're feeding the need for self-awareness. In this course, we teach you how to use these morsels of information to identify where you're at, and which way you should head, so you can blaze that trail to success.
• Performance Reviews for Employees: Self-Assessments	6	HSI-ej4	Self-assessments can be difficult to write. You might feel like you're bragging about your performance and find it challenging to be objective. For your manager, though, it's an opportunity to be reminded of your successes and challenges from your own perspective. Performance reviews help keep everyone on track, provide clear expectations, and set reasonable goals for the year, and self-assessments play a critical role in that. In this course, we'll go over some pointers to keep in mind before writing your assessment. We'll talk about what information should go into your assessment and discuss how to review the assessment with your manager.
• Performance Reviews for Employees: Preparing for Your Review	5	HSI-ej4	Whether you've done a great job all year or not, review time is often one of stress. This course is here to help make it less painful. We'll talk about the best way to prepare for your review, which means starting the year before. Yes, you read that right. It might sound daunting, but it's really very simple. We'll discuss what information you'll want to hang onto and present. We'll also talk about how to find and discuss your own areas of improvement. Lastly, we'll cover setting SMART goals and creating a plan for achieving these.
• Performance Reviews for Employees: Handling a Bad Performance Review	4	HSI-ej4	You've done your self-assessment, you've kept track of the work you've done throughout the year, and you just had your review. But what if, even though you've prepared for your review, it wasn't a positive one? Whether you knew the bad review was coming, or it was a complete surprise, there are things you can do to improve the situation. In this program, we'll talk about how to keep your emotions in check, discuss getting clarification on your manager's concerns, and go over creating a performance improvement plan.
• Evaluating Your Own Leadership Performance	7	HSI-ej4	In this course, we'll explore the key areas that a C-suite leader should consider when evaluating their own performance. These competencies include communication, emotional intelligence, decision-making, vision, and coaching and mentoring.
• 360-Degree Feedback	6	HSI-ej4	Delivering and receiving feedback can be a tricky and sometimes uncomfortable process, but 360-degree feedback can help. It's a powerful tool for personal and professional development. In this course, we'll talk about what it is, its benefits, and how you can use it to foster growth and collaboration.
• Key Performance Indicators	7	HSI-ej4	Have you ever been given specific performance numbers from your boss on a regular basis? Numbers that relate to your company, like year-over-year sales growth, monthly website traffic, or customer retention rate? If so, you've dealt with Key Performance Indicators, also known as KPIs. But what exactly ARE these, and how do they impact you, whether you're a frontline worker or a C-suite executive? In this program, we'll explain what these measures can specify, how to use them, and how to create them specifically for you and your organization.