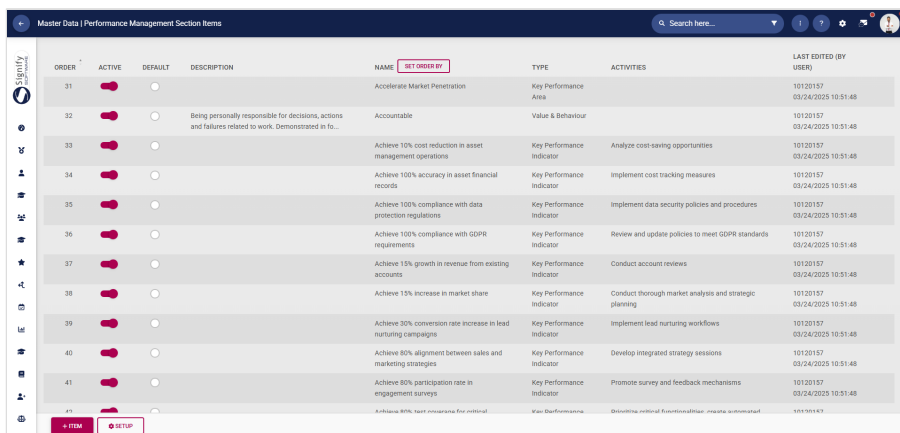


Before You Start

Before you start:

- Consider populating the **Master Data Library** with performance management items, which can streamline the performance management process. These library items include:
 - Perspectives
 - Key Performance Areas
 - Key Performance Indicators
 - Leadership Behaviours
 - Values and Behaviours
 - Key Competencies

Click [here](#) to find out how to update the **Master Data Library**.



The screenshot displays a web application interface for the 'Master Data Library'. The title bar reads 'Master Data | Performance Management Section Items'. A search bar is located at the top right. The main content is a table with the following columns: ORDER, ACTIVE, DEFAULT, DESCRIPTION, NAME, TYPE, ACTIVITIES, and LAST EDITED (BY USER). The table contains 11 rows of data, each representing a performance management item. The 'ACTIVE' column has a red toggle switch for each row. The 'DEFAULT' column has a radio button for each row. The 'NAME' column has a 'SET ORDER BY' button next to it. The 'LAST EDITED' column shows the date and time of the last edit, along with the user's name.

ORDER	ACTIVE	DEFAULT	DESCRIPTION	NAME	TYPE	ACTIVITIES	LAST EDITED (BY USER)
31	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Accelerate Market Penetration	Key Performance Area		10/20/17 03/24/2025 10:51:48
32	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Being personally responsible for decisions, actions and failures related to work. Demonstrated in fo...	Accountable	Value & Behaviour		10/20/17 03/24/2025 10:51:48
33	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Achieve 10% cost reduction in asset management operations	Key Performance Indicator	Analyze cost-saving opportunities	10/20/17 03/24/2025 10:51:48
34	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Achieve 100% accuracy in asset financial records	Key Performance Indicator	Implement cost tracking measures	10/20/17 03/24/2025 10:51:48
35	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Achieve 100% compliance with data protection regulations	Key Performance Indicator	Implement data security policies and procedures	10/20/17 03/24/2025 10:51:48
36	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Achieve 100% compliance with GDPR requirements	Key Performance Indicator	Review and update policies to meet GDPR standards	10/20/17 03/24/2025 10:51:48
37	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Achieve 15% growth in revenue from existing accounts	Key Performance Indicator	Conduct account reviews	10/20/17 03/24/2025 10:51:48
38	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Achieve 15% increase in market share	Key Performance Indicator	Conduct thorough market analysis and strategic planning	10/20/17 03/24/2025 10:51:48
39	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Achieve 30% conversion rate increase in lead nurturing campaigns	Key Performance Indicator	Implement lead nurturing workflows	10/20/17 03/24/2025 10:51:48
40	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Achieve 80% alignment between sales and marketing strategies	Key Performance Indicator	Develop integrated strategy sessions	10/20/17 03/24/2025 10:51:48
41	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Achieve 80% participation rate in engagement surveys	Key Performance Indicator	Promote survey and feedback mechanisms	10/20/17 03/24/2025 10:51:48

- Ensure you have a clear understanding of the employee's responsibilities, the company's goals, and how the role fits into the overall picture.
- Base the performance objectives on **SMART goals**. Each objective should be:
 - Specific
 - Measurable
 - Achievable
 - Relevant
 - Time-bound
- Ensure the goals support the department or organisation's priorities.
- Select clear performance indicators.

- Finally, employees are more likely to commit to the process if they have input in setting their goals, so consider engaging in a two-way discussion

Key elements to include:

- **Performance goals and objectives**
 - These should be aligned with organisational priorities.
 - Keep the language simple and clear.
 - Avoid making goals too broad or unrealistic.
- **Key Performance Indicators (KPIs)**
 - Select quantitative and qualitative indicators for each objective.
 - Focus on the most impactful goals to avoid overloading the agreement.
 - The employee's input is vital when setting targets.

The screenshot displays a performance management interface for Ephraim D. Junior Software Developer. The main section is titled 'KEY PERFORMANCE INDICATOR' and contains the following fields:

- Key Performance Indicators:** Increase collaboration with senior developers
- Activities:** Schedule regular check-ins with mentors
- Messages:** Seek guidance from senior developers at least twice a week
- Ratings:** (Empty field)
- Click Here to Insert the Rating Scale:** (Link)
- Weight:** 50
- Person Comments:** (Empty field)
- Manager Comment:** (Empty field)
- Automatic score calculation (Interpolation):** (Checked)

The interface also features a sidebar with various performance metrics and a 'SAVE' button at the bottom right.

- **Behavioural expectations**
 - Include company values, as well as expected behaviours in teamwork, leadership, or communication.
- **Employee support**
 - Consider the tools, resources, or support from management that the employee may need to succeed.
 - Acknowledge that priorities may shift and that agreements should be revisited if needed.
 - Think about the employee's development and their future potential.
- **Review process and frequency**
 - Define how and when progress will be evaluated.
 - Incorporate feedback loops that enable feedback to flow from the manager to the employee and vice versa.



[Your feedback matters! How helpful was the support content?](#)

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