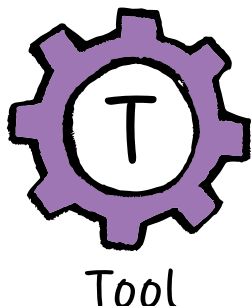


# Performance management

## A person-centred approach to employee reviews



Using person-centred thinking in employee performance reviews will further embed a person-centred approach within the organisation.

A person-centred approach to performance reviews builds on existing person-centred information gathered with the staff member through other processes such as recruitment, supervision and team planning.

Using existing information will prevent your organisation from doubling up on staff paperwork and create a flow in the way you work with staff, allowing everyone to see the natural progression of information.

Use the headings from the staff member's **one-page profile** and the '**what's working/not working**' tool (similar to a \*person-centred review) to reflect on the staff member's performance and to provide them with the opportunity to give feedback. This approach will yield information that can inform future actions and development for the individual.

### Positive reputation.

- \* What strengths and skills has the staff member developed since their last performance review?
- \* What positive feedback has been provided by others (colleagues, you as their manager or supervisor, individuals supported by your service, family members, other people in the organisation or from other organisations)?

### What is 'important to' the staff member now?

- \* Does the staff member have any new information they would like to share?
- \* Is the staff member getting what's **important to** them at work?
- \* Is information from their current one-page profile being valued?

### What is 'important to the staff member in the future?

- \* Identify the things the staff member would like to do more of.
- \* What are their goals or aspirations for their future with the organisation that might go beyond their current position?

# Performance management

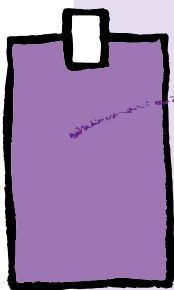
What new skills do they need to develop for their role?

## Ask how to best support the staff member.

- \* Is the staff member getting the support they want and need from you as their manager?
- \* What other support do they need to be their best at work?

## What's working/not working.

- \* Capture information on how the staff member is performing now as compared to previous performance measures or other key areas of their role.
- \* Identify what they feel is working and not working about their role and work in general.
- \* Use the opportunity to gather feedback from the perspective of different people both inside and outside the organisation.
- \* Look at what's working and not working in relation to the **strategic core requirements** and different **functional requirements** of the job as set out in the **Workforce Capability Framework**, the staff member's position description and any other relevant documents.

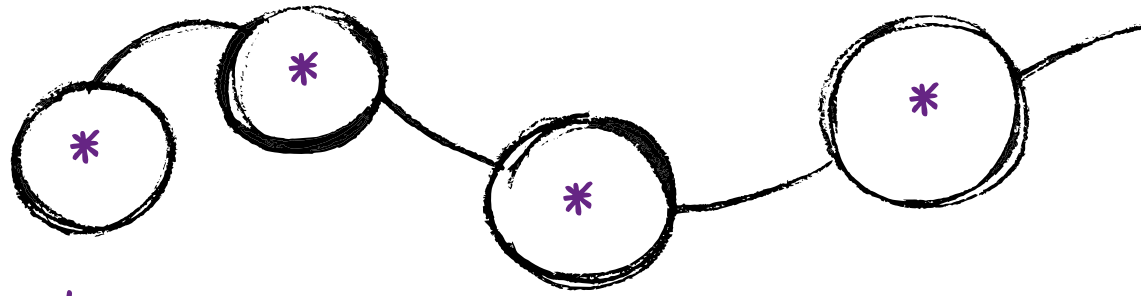


Tips

Gather information from other stakeholders well in advance so you have the information needed. This can be done through conversation, via email or by sending them some questions and templates.

Have a clear agenda or topics to discuss and share this with the staff member in advance. This will fully prepare them to contribute in a meaningful way.

# Performance management



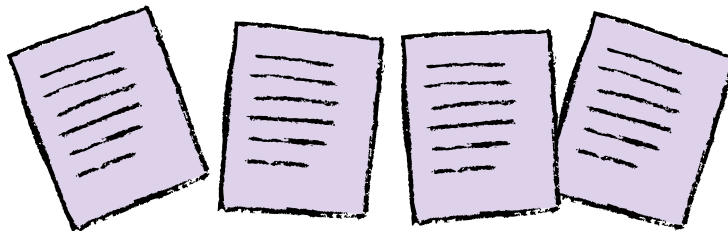
## Additional resources

- \* The Workforce Capability Framework
- \* The disability career planner and capability framework implementation guide
- \* Tips – preparing for and conducting performance review discussions
- \* Tips – using ‘what’s working/not working’ in performance planning, support and supervision
- \* Technique, tips and template – building on a one-page profile through performance planning, support and supervision

## Definitions

The term **individual(s)** refers to an individual with a disability and their family and/or circle of support.

The terms **staff/employee(s)** refer to paid or unpaid members of the workforce regardless of their employment relationship with their employer i.e. permanent, casual, full-time, volunteer, etc.




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