

PERFORMANCE MANAGEMENT PROCESS

- ✓ **PERFORMANCE MANAGEMENT** - the process by which annual plans and measures are established at all levels of the enterprise and through which feedback is provided on individual performance and behaviours in pursuit of those plans
- ✓ **MISSION** - our current driving purpose, our reason for existences, encompassing our contribution to the strategic intent. Answers the questions: Who are we? What do we do? For whom? Why?
- ✓ **VISION** - a statement of direction that provides a vivid picture of a desired state. It must be both challenging and achievable.
- ✓ **GOALS** - a succinctly worded set of statements describing the key direction of the organization. Goals provide a pathway to achievement of the Vision.
- ✓ **MEASURES** - the one or two key indicators of success for each Goal.
- ✓ **OBJECTIVES** - steps toward the Goals which are measurable and achievable within a relatively short time frame, typically one year.
- ✓ **BEHAVIOURS** - the particular set of skills, approaches, and styles critical to success against a set of Objectives.
- ✓ **FEEDBACK** - formal or informal constructive messages based on agreed upon measures regarding performance and behaviours.

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