

Human Resources Services

Performance Management Programme

What Is It?

The EBS Performance Management Programme is designed for Directors and Senior Managers who want to take action on poor performance within their organisations. The programme uses up-to-date coaching techniques coupled with experienced functional expertise to identify and isolate the root causes of poor performance. The top three causes are then addressed with practical solutions and detailed action plans. Once a performance development action plan has been established, on-going support can be provided as necessary until the performance gap has been addressed.

What are the advantages to my organisation?

- **Improved Productivity and Profit:** Every poor performer in your organisation costs you money, both in reduced productivity of the individual and the time taken by management in progress chasing and rework. All of this time and effort has a clear knock on impact on your bottom line. By tackling the root causes of poor performance you can generate immediate benefits for your bottom line.
- **Improved Motivation and Retention:** Ignoring poor performers does not just impact the productivity of that individual, it can also have a negative impact on your other employees, who start to wonder why they should bother being conscientious. By implementing a consistent and fair approach to performance management you can improve the motivation of your entire workforce.
- **Best Fit for Your Organisation:** Whilst we are guided by best practice, any solution that EBS design for you is designed around the needs of your organisation. We will never try to shoehorn a standard document or policy into your organisation; we will always customise the documentation to fit.

What Is Included?

One of our HR experts would work with you to understand the specific issues you have with one or more of your employees. Using their coaching techniques, your HR expert helps you understand the root causes of the poor performance in your organisation. Our experience has shown that many poor performance issues can be caused by one or more of the following:

- Poor recruitment processes leaving you with a 'square peg in a round hole'
- Lack of clear direction for the individual
- Lack of regular performance feedback
- Poor motivation of the individual, which can be work or non work related
- Bullying or harassment
- Changing priorities and objectives
- Policies or procedures that cause conflicting agendas or misunderstandings

Your HR expert will help you identify the top three causes that relate to the particular individual and coach you through practical solutions for dealing with the immediate issue.

The aim of this initial programme is to bring the issue of poor performance to the attention of the individual(s) and start to raise the standard of their performance to an acceptable level

However, there are times where an improvement just cannot be made. In this case the poor performer needs to be fairly dismissed from the organisation by scrupulously following the correct processes. It sounds easy but often doesn't work out that way. EBS can help guide you through the minefield of legislation surrounding such dismissals. For further details please refer to our Exit Management service (available on our website at www.ebs-hr.co.uk/hr_exit_management.htm).

Performance Management, however, is not a 'bolt on' if it is to be effective in the long term. It needs to be embedded into the management processes and procedures. Your HR expert will also recommend any additional programmes that you should consider to enable you to have a robust performance management system that helps deliver increased productivity and profit for the future.

The following solutions have been utilised with other clients, and provide an indication of the type of support EBS HR are able to offer:

- Design of New Performance Management System, including Appraisals
- Implementation of Organisational Competences
- Coaching Programme for New Managers
- Organisational Design
- Process Re-engineering
- Redundancy Programmes to remove excess Employees

What Does It Cost?

Each initial programme includes four coaching sessions that are typically carried out over a period of one month, and will deal with the immediate issue plus identify any additional programmes that you should consider. The cost for all of this is a **fixed price of £750 + VAT**.

About EBS Human Resources Services

EBS Human Resources is a specialist area of service from EBS Management Resources, a multi-disciplinary provider of business support services to companies with 15 - 100 employees. Service portfolios are provided for the key functions of Human Resources, Occupational Health, Marketing, Sales and General Management. EBS clients cover a wide range of industries and include Dayla, Bucks Net Services, Nottingham Forest Football Club and Red Door Communications.

The complete set of Human Resources services includes:

- Level 1 – Platform
- Level 2 – HR Management Support
- Level 3 – Training
- Level 4 – Enhancing Performance
- Level 5 – Strategic Human Resource Management
- Level 6 – Employment Law - Tribunal Case Handling

For more information on any of these services, please contact us on 01844 211084, or visit our website: www.ebs-hr.co.uk