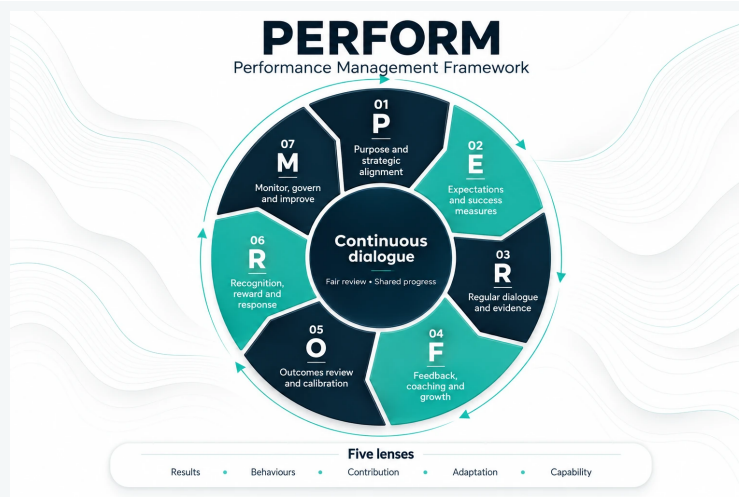




Performance Management Framework

PERFORMANCE MANAGEMENT AND REWARD

Performance management should help people contribute throughout the year. This framework connects clear expectations with useful dialogue, timely feedback, evidence and practical development. It supports consistent reviews and proportionate responses while making changing priorities, barriers, team contribution and the support employees need visible in everyday management.



THE MODEL AT A GLANCE

The approach

PERFORM links strategic contribution, clear expectations, ongoing dialogue, supported development and consistent review through seven recurrent stages. Five lenses recognise broader role contribution. Recorded agreements keep priorities current; calibration and governance examine evidence standards, fairness, usefulness and appropriate follow-through.

When to use it

- Annual reviews are completed but everyday performance conversations remain weak.
- Goals become outdated without timely discussion or revised expectations.
- Managers need consistent ways to discuss contribution, barriers and development.

What the model covers

Purpose & strategic alignment · Expectations & success measures · Regular dialogue & evidence · Feedback, coaching & growth · Outcomes review & calibration · Recognition, reward & response · Monitor, govern & improve · Results · Behaviours · Contribution · Adaptation · Capability

Value for your organisation

- Keeps expectations clear, current and relevant to everyday role contribution.
- Provides feedback close to the work with practical supported improvement.
- Connects evidence, development and review decisions with consistent follow-through.

Put it into practice

Review a current goal with the employee. Check today's priorities, evidence, dependencies and support. Discuss barriers and agree a practical action. Record any revised expectation clearly, then review the contribution against what was agreed for the period.

Outputs you can use

- Role contribution expectations connecting goals, work and current success measures.
- Conversation and evidence rhythm covering feedback, barriers and supported development.
- Review and calibration arrangements supporting consistent judgement and follow-through.