PEOPLE PERFORMANCE MANAGEMENT TOOLKIT

PEOPLE PERFORMANCE MANAGEMENT

WHERE SHOULD I START?

REVIEWING EMPLOYEE PERFORMANCE

MANAGING DIFFERENT TYPES OF PERFORMANCE

CONVERSATIONS ABOUT PERFORMANCE

SCENARIOS

HELP IN A HURRY

COMMUNICATIONS PACK

Help your managers talk performance
www.nhsemployers.org/performance

NHS Employers
Part of the NHS Confederation

Introduction

This communications pack has been designed to help you spread the word in your organisation about the popular people performance management toolkit.

The free online toolkit provides practical support to help create confident and effective people managers.

It is aimed at managers working at all levels across NHS and social care settings to help them effectively deal with a range of performance management challenges, from how to manage underperforming staff, review performance and give constructive feedback, to supporting and encouraging team members who are high achieving.

The toolkit is designed to be interactive and to allow managers to find the information relevant to them, quickly and easily and develop their own style of management, suited to them and their staff.

The toolkit has been around for several years and makes a difference to NHS managers.

A 2019 update to the toolkit has added more information to support staff having sensitive and challenging conversations with staff.

100% of users said they found the toolkit useful

85% said it will help them to better manage the performance of their staff

82% said it will change the way they work

75% said it had increased their awareness of different approaches to people performance management

What's in this communications pack?

All resources in this pack are free to use and aim make it as easy as possible for you promote the people performance management toolkit. The pack includes:

- A one minute video explaining how the toolkit works
- A PowerPoint presentation slide
- An A4 poster
- Articles (long and short versions) for your staff intranet, newsletters and internal briefings.

Induction and training

We would encourage you to incorporate the PPM toolkit into your induction and training processes for line managers. This will help them to gain a better understanding of how the toolkit can be applied to day-to-day management situations.

Video

Watch and share this one-minute video explaining how to use the toolkit and its key features. You could include a link to the video on your intranet site or share it on social media.

⤢ **Watch the video**

Presentation slide

Use this slide on digital screens at events, meetings and training sessions targeted at managers.

⤢ **Download the presentation slide**

A4 Poster

Download and print this A4 poster to display on notice boards, staff canteens or any other suitable areas within your organisation.

⤢ **Download the poster**

Copy for your internal communication channels

We have drafted two articles (below) that you can use and adapt for your own internal communication channels.

Long version – 140 words

Make time to talk performance

Whether you are a new or experienced manager, we all need practical support to enable us to manage confidently and effectively.

The people performance management toolkit from NHS Employers, is a free online resource which can help you effectively deal with a range of performance management challenges – from how to manage underperforming staff, review performance and give constructive feedback, to supporting and encouraging team members who are high achieving.

It can help you be more consistent in your approach to people performance management and feel more confident in your ability to manage staff performance and underperformance.

Clear, stand-alone chapters and simple navigation means you can easily access the sections that are most relevant, at a time that suits you, and develop your own style of management, suited to you and your staff.

Download the toolkit: www.nhsemployers.org/performance.

Short version – 80 words

Have you made time to talk performance?

Whether you are a new or experienced manager, we can all build on the skills you need for discussing performance with staff.

If you are looking for some tips and guidance, you may find NHS Employers' *People performance management toolkit* helpful.

The toolkit provides legally approved, straightforward advice for managers at all levels on where to start with managing people performance, how to approach conversations and where to find help if you need it.

Download the toolkit at www.nhsemployers.org/performance.