

Performance Review and Plan Document

Considerations for Managers/Reviewers

Before the meeting...

- ☐ Ensure ongoing dialogue takes place throughout the performance management cycle to ensure there are no surprises for the employee during the meeting. Take time to understand why performance is successful, or why it may need development, including feedback from others if appropriate. Document and address these items as they come up so you are able to back up feedback using specific examples.
- ☐ Inform the employee about the upcoming performance development meeting well in advance; ensure a minimum of one hour of uninterrupted time is booked for the meeting.
- ☐ Review their last performance management documents, including goals and objectives.
- ☐ Give the employee the self assessment document to complete two weeks before the review date and have them return it to you one week prior to the review date.
- ☐ Ensure a current job description is available and give a copy of it to the employee with the self-assessment. Give the employee a copy of the department vision/mission statement (where available).
- ☐ If there are significant concerns with regards to performance, please ensure you contact your HR Advisor prior to holding the review meeting.

During the meeting...

- ☐ Reserve a quiet (no interruptions), private space and ensure the employee feels comfortable.
- ☐ Ensure you take time to incorporate the employee's remarks into the conversation in order to facilitate open discussion from both points of view during the review meeting.
- ☐ Go through the document with the employee using it as a conversation guide to ensure feedback is given in the numerous competency areas.
- ☐ Discuss completion of goals, achievements, incomplete goals from the past review period, roadblocks that may exist, future development opportunities etc.
- ☐ Set new measurable goals and objectives for the upcoming year. Ensure goals are agreed upon and expectations are understood.

Some tips for providing constructive feedback to employees...

- ☐ Focus on specific rather than general work behaviours – general statements can be vague and provide little useful information, especially if you are attempting to correct a problem.
- ☐ Keep comments impersonal and job related
- ☐ Support the feedback with examples – it helps the employee to identify specific behaviours.
- ☐ Let the employee speak – they may have valuable insight into the challenges they face. You should also be open to feedback, as you may have to adjust your management style to support the employee.

Office Manager Performance Review Sample

M Mark



Office Manager Performance Review Sample:

Saunders Medical Office Management Alice Anne Andress, 2013-08-09 With proven techniques and professional insight this one of a kind resource is your complete guide to ensuring both effective patient care and sound business practices in the medical facility From the front office to financial management each detailed chapter addresses the interpersonal and administrative concerns you ll face in the management of a medical office accompanied by realistic forms letters and procedural policies that help you prepare for on the job success This new edition keeps you up to date on emerging developments in billing and coding documentation ethical and legal issues and technological advances to help you keep your medical office at the forefront of the competitive health care field Manager s Alert boxes detail measures to help you avoid complications and prevent potential emergencies From the Expert s Notebook boxes help you build daily decision making skills with helpful tips suggestions and insights drawn from real world practice Exercises at the end of each chapter reinforce concepts and help you assess your understanding Detailed appendices provide fast easy access to commonly used abbreviations and symbols Medicare information helpful websites and answers to the end o f chapter exercises as well as a sample procedure and policy manual to guide you in developing your own practices Written Communication chapter helps you ensure proper communication and documentation in the health care facility Updated content in the Medical Record chapter familiarizes you with the latest information on the electronic medical record The updated Billing Coding and Collections chapter keeps you up to date with the latest coding and insurance forms CMS 1500 Coverage of current legal and ethical issues and emerging technology in the medical office keep you apprised of recent developments The Nonprofit Manager's Resource Directory Ronald A. Landskroner, 2002-04-30 A newly revised and updated edition of the ultimate resource for nonprofit managers If you re a nonprofit manager you probably spend a good deal of your time tracking down hard to find answers to complicated questions The Nonprofit Manager s Resource Directory Second Edition provides instant answers to all your questions concerning nonprofit oriented product and service providers Internet sites funding sources publications support and advocacy groups and much more If you need help finding volunteers understanding new legislation or writing grant proposals help has arrived This new updated edition features expanded coverage of important issues and even more answers to all your nonprofit questions Revised to keep vital information up to the minute The Nonprofit Manager s Resource Directory Second Edition Contains more than 2 000 detailed listings of both nonprofit and for profit resources products and services Supplies complete details on everything from assistance and support groups to software vendors and Internet servers management consultants to list marketers Provides information on all kinds of free and low cost products available to nonprofits Features an entirely new section on international issues Plus 10 bonus sections available only on CD ROM The Nonprofit Manager s Resource Directory Second Edition has the information you need to keep your nonprofit alive and well in these challenging times Topics include Accountability and Ethics Assessment and Evaluation Financial

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101 Sample Write-Ups for Documenting Employee Performance Problems Paul Falcone, 2010-03-24 Whether you're addressing an initial infraction or handling termination worthy transgressions you need to be 100 percent confident that every employee encounter is clear fair and most importantly legal Thankfully HR expert Paul Falcone has provided this wide ranging resource that explains in detail the disciplinary process and provides ready to use documents that eliminate stress and second guessing about what to do and say Revised to reflect the latest developments in employment law the third edition of 101 Sample Write Ups for Documenting Employee Performance Problems includes expertly crafted easily customizable write ups that address sexual harassment absenteeism insubordination drug or alcohol abuse substandard work email and phone misuse teamwork issues managerial misconduct confidentiality breaches social media abuse and more With each sample document also including a performance improvement plan outcomes and consequences and a section of employee rebuttal it's easy to see why over 100 000 copies have already been sold making life for managers and HR personnel significantly easier when it comes to addressing employee performance issues **OE [publication]** ,1970

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