

# Managing People Performance

Improve employee performance  
– and your bottom line



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Every organisation has individuals – or pockets of individuals – whose performance is either inconsistent or poor. And research shows these underperformers are having a significant impact on your business's bottom line.

According to Dr Nikos Bozionelos, Professor of Organisational Behaviour & International Human Resource Management at Durham Business School, "The difference for the employer between an employee who has poor (but not outrageously bad) performance and an employee who has good performance equals their gross salary."

Simply put, if you know who's underperforming in your organisation, it pays to take action. A proactive approach to performance management can help you to:

- Increase workforce productivity
- Reduce wastage
- Retain more talent
- Create a solid platform for organisational growth
- Improve manager confidence and credibility
- Boost performance recognition – and employee morale

**55%**

of HR leaders who undertake annual appraisals do not find them effective.

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## The Proactive Approach



Detailed review of how effectively your business applies existing performance policy and process



Structured improvement plans help managers handle underperformance effectively



Expert coaching encourages consistent, timely interventions



Follow-up calls keep things on track, and drive progress against individual plans



Secure, online case note viewer makes it easy for managers to access expert advice



Weekly progress calls with your dedicated team, supported by MI, keep you in the loop



A full report, including objectives, outcomes and ROI analysis lets you quantify your success

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## Proactive Absence Management with AdviserPlus

We'll coach your managers to execute high-quality, timely interventions with their underperforming employees – and to do so consistently.

We'll help each manager draw up a meaningful, structured improvement plan for each individual, in line with your performance framework; if a plan is already in place, we'll agree steps to help the manager ensure it's managed proactively and effectively.

Over the course of the improvement plan, we'll be in touch with your managers to check how each employee is progressing against their plan, and – where necessary – support your managers to execute any formal interventions.

If you wish to, you can extend our engagement beyond this initial period – giving managers the ongoing support they need to manage employees exhibiting long-term underperformance towards improvement, or towards a risk-managed exit from your organisation.

**"The AdviserPlus team know where our managers are finding it difficult. And the more managers we can help, the greater the difference we can make to the cultural landscape."**

Bradford Council

## How one Financial Services company tackled its performance problem

When the Post Office identified that its employees' sickness absence duration had doubled in just three years – with 25% of those attributable to mental health, significantly above the 12% national average – AdviserPlus helped implement a proactive intervention and management structure.

With a focus on supporting employees with mental health concerns and encouraging



If you're looking for a more proactive way to handle people performance in your company, we can help you put it into practice.

Talk to one of our experts today.

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