



Best Year Yet® Performance Improvement and Appraisal System

an Executive Briefing

Provided by: Donna Price, Business Success Coach

Best Year Yet Partner, and Leadership Consultant

If we said that you could be confident that in your organization appraisals and one-to-ones were taking place on schedule and delivering results, would we get your attention?

As the economy slowly begins its rise from this painful recession, business preparation for recovery will likely be different than it has in the past. What's being predicted is a 'jobless rebound' in which companies opt for continuing with their current workforce rather than ramping up to previous levels. Their strategy is to get more results from the same number of people . . . or perhaps fewer. The issue is that **they do not have the tools to make this strategy work.**

One of the widespread weaknesses in the corporate world is the **lack of effective and popular performance appraisal tools.** Most organizations either have a system that doesn't lend itself to authentic review and performance improvement -- or one that does not supply relevant data upon which to base a meaningful assessment.

Moreover, most **executives and managers ignore or procrastinate** their responsibilities in this area because they simply don't know what to say to their direct reports. Their attention too often focuses on what's missing in the behavior and performance of their people, and so they are uncomfortable and ill equipped to have these difficult conversations.

Performance improvement programs, on which somebody's job ultimately depends, are implemented with a distinct lack of commitment and rigor. A successful performance management solution must include three key elements:

1. Agreement on behavioral and performance expectations
2. Efficient, consistent and focused support through the year
3. An automated system for tracking and measuring performance and feeding back performance outcomes

The Best Year Yet™ Solution

For more than 30 years, businesses have been using the Best Year Yet process to help improve performance throughout their organizations. Our system provides a *proactive* approach to performance appraisal using a system that promotes consistent, yearlong Performance Improvement.

If it's going to work across the organization the best process has to gain the involvement and support of both parties to a review because it is simple, fair, transparent and consistent. Neither side is in any doubt as to the expectations and the process.

With its cloud-based, easily managed software, the Best Year Yet approach offers just that system:

At the start

- Aligned expectations of behaviors
- Measurable, achievable goals
- Agreed process for review.

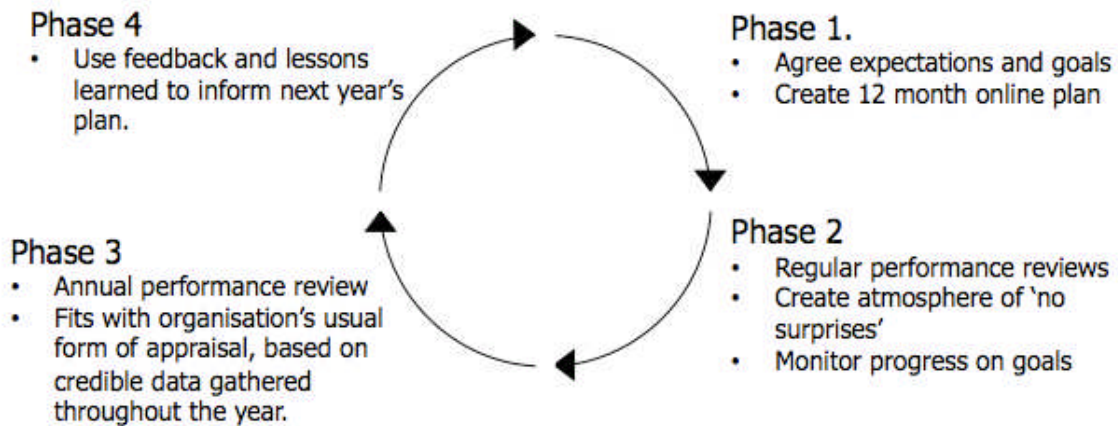
Along the way

- Faithfulness to an agreed program of inspection
- Opportunity for mid-course corrections
- Genuinely two-way, honest dialogue

At the conclusion

- * A whole-year review based on regular, agreed data
- * Separation of the remuneration discussion from the performance appraisal
- * Easy transition to the next review period.

Cycle of Performance Management



The Best Year Yet cloud-based software 'PRO' ensures easy access to plans and performance data throughout the year.



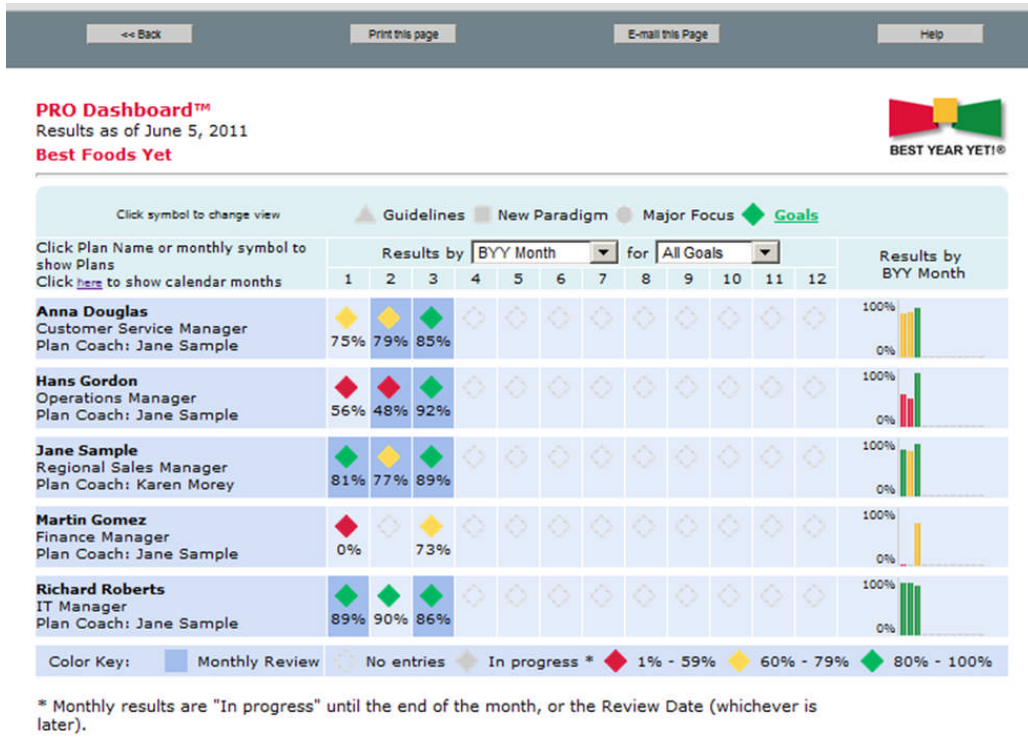
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Additional Elements of the Best Year Yet PIA System

The Best Year Yet PIA System provides access to **Management Dashboards** via the PRO software. Dashboards provide an instant snapshot of the results being produced by everyone on a particular team or in the entire organization. Managers can choose to view high-level results of all direct reports as shown on the following page.

The Dashboard is loaded with information that managers can use to track performance as well as manage the performance system. For example, in the above illustration you will see some of the monthly score boxes are shaded in blue. This means the team member has had a review meeting with his/her manager. Those that are scored, but are not shaded in blue indicate that the team member has scored the plan, but has not reviewed it with his/her manager.



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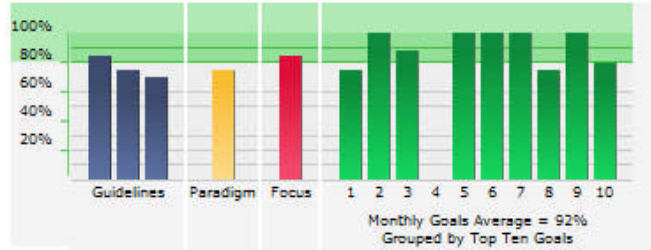
Managers can also use the Dashboard to drill-down into the detail of each direct report's plan. Clicking on the individual team member's name reveals that person's entire **Annual Plan**. Clicking the score for a particular month reveals the **Monthly Goals** and scores for that person, as in the **Monthly Plan** shown here.

Monthly Plan

May 2011

Review Date: June 3, 2011

Hans Gordon



GUIDELINES

Have fun with family	85%
Use time wisely	75%
Relax and refresh	70%

NEW PARADIGM or VISION

<i>I have the wisdom to make decisions quickly.</i>	75%
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MAJOR FOCUS

Systems and Processes	85%
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MONTHLY GOALS

1. Write recommendation for POS upgrade project and submit to CEO.	75%	☰
2. Implement two employee recommendations for produce and frozen foods inventory processes.	100%	
3. Get cost analysis of meat inventory idea from Jerry.	100%	
4. Meet with direct reports to review employee satisfaction survey and set action plans.	75%	☰
5. Ensure all personnel are meeting with their supervisors monthly and using recommended agenda.	100%	
6. Complete incentive plan for cost reductions and announce to employees.	100%	
7. Check progress on development plans in monthly review meetings with managers.	100%	
8. Ask peers for input about reorganization -- what would help them interact with us more efficiently?	100%	
9. Work out 3 times per week.	75%	
10. Spend one day per month with each child.	100%	
11. Attend church 3 times and sign up for a class.	80%	☰
12. Respond to FDA report.	100%	
Average:	92%	



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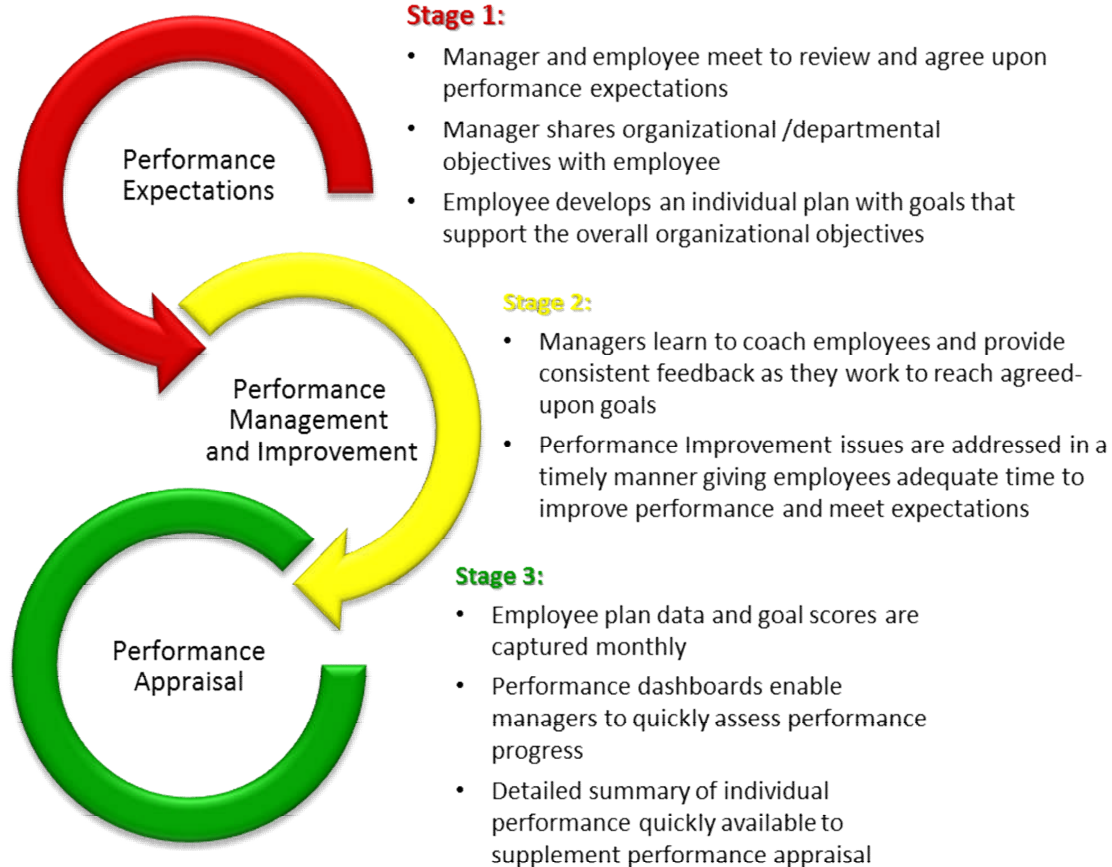
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Easy-to-Access to Annual Summary of Performance

When it comes time for Performance Appraisals, managers can quickly access a summary of every team member's goals and their corresponding scores in PRO. Since the information is entered by the team member and reviewed with the manager monthly, the performance appraisal discussion is merely a formality.

A Complete Turnkey System

From setting performance expectations to developing individual plans and managing the process throughout the year, this program provides your organization with the training and the tools required to completely implement and manage the **Best Year Yet Performance and Appraisal System**.



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