PERFORMANCE MANAGEMENT TIPS

ONE MINUTE FEEDBACK
It is important to provide employees with feedback about their job performance. The feedback need not be complicated or comprehensive, but it should be helpful and timely. The following information is taken from the book *The One Minute Manager*, by Drs. Kenneth Blanchard and Spencer Johnson. Although published approximately 20 years ago, its “tips” for managing employee performance are timeless.

**One Minute Praising**
- Tell employees upfront that you are going to let them know how they are doing;
- Praise employees immediately;
- Tell employees what it is that they did and be specific; and
- Tell employees the impact of their actions on the University, department, co-workers, etc.

Sometimes the purpose of feedback is to inform an employee that his/her job performance is unsatisfactory. Blanchard and Johnson refer to this as the One Minute Reprimand. However, we would rather call it One Minute of Instruction.

**One Minute of Instruction**
- Instruct or correct unsatisfactory job performance immediately;
- Be specific about what is not going well with the employee’s performance;
- Comments should be about the work or behavior and not about the employee;
✓ Let the employee know the impact of his/her poor work performance or improper behavior on the University, department, co-workers, etc;

✓ Remind the employee how much you value them; and

✓ Move on

Additional information on performance management can be obtained by referring to

**Human Resource Employee Performance Management System Policy**

[www.ohr.sc.gov/OHR/online-training/epms/epms](http://www.ohr.sc.gov/OHR/online-training/epms/epms)