

How to Do a Staff Review

The Value of Having Staff Reviews: I have really found that having regular reviews that take place out of the office for 15 or so minutes each person 2x per year have been incredibly value for me in my businesses. I have been doing these for years starting in the early 1990's with my staff and I have noticed

1. It cuts the drama
2. Keeps people more accountable
3. Defuses stressful situations because your staff have time to talk with you about them
4. Allows staff to talk in a confidential manner about things that are affecting them in the workplace.
5. Allows you to get an insight into what is going on for them in a place that is outside of the distractions of the office.
6. We get great ideas on how to improve the business
7. It give our staff feedback on how they are doing

Usually we post up a notice a few days before we start the staff reviews with saying something like.

Staff Reviews: We will be starting staff reviews next week. This will be your opportunity to talk about what is working or not working for you in the office. The reviews will be about 15 minutes each and will take place outside the office at the local coffee shop or restaurant . Start thinking of any concerns or opportunities you want to bring to your personal meeting.

During the reviews, I would start out by putting the people at ease. Saying that you are going to be doing these on a regular basis a couple times a year to make sure that things are going well and give you and them the opportunity talk about what is going on outside the office.

Step 1. The questions I usually cover include

1. How is your job going for you.
2. What do you like best or what is working for you in the job
3. Do you have any struggles or how could things be better.

Usually before each person I might have a couple things that I would like to talk about. But typically I start with the questions above.

Step 2. They then want some feedback on how they are doing. Perhaps these are things you noticed that they are doing well. You might say Raeann, I just wanted to

say that we have had some great compliments about your service, or Carla, I loved how you got this or that organized.

Step 3 If you have concerns- I usually bring up issues about things that might be bugging me about work ethic, time management, lack of systems in their processes, or communication with other staff. Sometimes I will bring up things that the other staff brought to my attention about their performance, careful though not to create more drama and implicate other staff. If you have issues, now is the time to discuss them.

Step 4. Usually I end by thanking them for being part of the team and how much I appreciate them and ask them if there are things that they would like to work on before next time. Bring in the things they talked about in step1 and if they want to make a change or you need a change from step 3 now is the time to ask them what they are going to do or how they are going to get it done. This is when you are making notes of action steps to keep them accountable. You might put a date on it and get them to write it down as well. (have extra sheets of paper)

End by thanking them again and tell them who to go back and send in to you for the next review.

Usually the whole process takes only 10-20 minutes per person. If you need more feedback from them make sure to follow up in the next couple days to keep them accountable and show them that you are reliable. Many companies use much more regimented reviews but these seem to work for me and have been an important part of my communication process with the staff. Its really one more formalized way of ensuring that I have the right culture and communication to ensure our company's success.

Tell me how it works out for you