

Part of the BusinessCPR™ Management System, Step 5—Be Accountable for *Your* Results

The chief reason for providing your employees with an incentive program is to increase the quantity and quality of performance of employees for the benefit of the company. The goal is to make the incentive plan mutually beneficial to both employer and employee as a useful tool in realizing your business profit plan goals. The employee incentive evaluation form is used to help realize this objective.

To help you make any incentives paid out seen as an earned achievement, not a handout, the BusinessCPR™ Incentive Process establishes predetermined rewards that acknowledge planned contributions to reach an established goal. Part of ensuring incentives are rewards for achievement paid to employees out of profits generated, not the promise of future profits is an evaluation component to help your employees see where they contribute to business results and how their contributions are being rewarded.

Four steps to preparing the contributions evaluation form

1. The first step in preparing the evaluation form begins with the Supervisor confirming the results achieved to the predetermined incentive program criteria and the employee's eligibility.
2. The Supervisor then carefully assesses the employees' contribution during the incentive period. The rating is noted by circling the appropriate number on the evaluation form.
3. The completed form is set aside until all incentive-eligible employee's incentive forms are drafted. This is key to differentiating incentive payouts so that those contributing more to your results are rewarded more than those who don't.
4. Update the evaluation form as needed, confirm the incentive payout by the employee, and schedule an optimum time for the incentive evaluation.

Ten keys to having a positive employee evaluation that positions your employee for improved results

1. Introduce the purpose of the incentive evaluation. Point out that this is the reward part of your contributions management process. Remember, you want to help them connect how their contributions affected their incentive payout. If an eligible employee earns no incentive, you should use the progressive discipline process to communicate why they did not earn an incentive payout.
2. Ask them what they heard to make sure they know your intention for the evaluation.
3. Walk them through the process you went through in preparing their incentive evaluation and how you interpret the rating scale from 5 through 0. Ask them if they have any questions.
4. Give them a copy of your incentive evaluation, telling them that you will go section by section through the evaluation. The intent is to discuss your evaluation of their performance and to listen to their view of your ratings. Should the employee not agree with your rating, stop and discuss what's working and what's not for you in their contributions to your company's Gross Profits. The goal is to agree on what they are prepared to do differently to improve their performance, not debate individual ratings.
5. Show them their total rating and ask what's standing out to them. If you agree with their conclusion, move to the next step. If you disagree, discuss what you see differently, then repeat this step again until you believe they have heard what you see in their performance.
6. Provide the employee with a copy of your Summary Comments discussing them as you see best.
7. Give the employee time to note their comments in the space provided. It's OK if you give them time to reflect and return should you think it is in their best interest to have time to reflect and respond.
8. As they note their comments on your copy of the evaluation form, note any additional comments you feel need recording based on the evaluation conversation, then discuss with the employee.
10. Once you have the employee's comments, have them sign the evaluation form next to your signature. Provide the employee with a copy of their completed contributions evaluation and file your copy in their employee file. Make sure you note any promised follow-up and complete it as promised.

On the following pages is the generic incentive evaluation form, ready for your use.

We are here to help ...

Should you have questions about the BusinessCPR™ Employee Incentive Process or this form, email help@business-cpr.com to schedule a time to speak with one of our BusinessCPR™ Certified Business Coaches to get your questions answered.



