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| Performance Management Quiz  Total Points : 100  Passing Score : 60%(60 points) |  |

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| No | Questions | Points |
| 1 | What is performance management?   |  |  |  | | --- | --- | --- | | ( ) | A process for tackling poor performance in the workplace. |  | | ( ) | The pay and rewards process adopted in the organisation. |  | | ( ) | A structured and documented means of measuring and managing performance. |  | | ( ) | An approach to achieving a shared vision of the purpose and aims of the organisation. |  | | 10 pts |
| 2 | Why is engagement so important in organisations?   |  |  |  | | --- | --- | --- | | ( ) | It helps to develop people. |  | | ( ) | Organisations like to measure it in annual surveys. |  | | ( ) | It helps everyone to be motivated. |  | | ( ) | It influences bottom line performance. |  | | 10 pts |
| 3 | Why is it useful to focus on individual strengths?   |  |  |  | | --- | --- | --- | | ( ) | It means people more readily accept their weaknesses. |  | | ( ) | It saves having to focus on the things people are not good at. |  | | ( ) | It helps in preparing for interviews. |  | | ( ) | Helps people to perform to their potential. |  | | 10 pts |
| 4 | When delegating what is the first thing you should do?   |  |  |  | | --- | --- | --- | | ( ) | Plan what to do with the free time this affords. |  | | ( ) | Identify exactly what needs to be done. |  | | ( ) | Decide what element of your job you can delegate. |  | | ( ) | Set a completion date for the delegated task. |  | | 10 pts |
| 5 | What is the aim of coaching?   |  |  |  | | --- | --- | --- | | ( ) | To help people come up with their own solutions. |  | | ( ) | To transfer essential knowledge to others. |  | | ( ) | To get things done more quickly and efficiently. |  | | ( ) | To teach people to do something new. |  | | 10 pts |
| 6 | When giving feedback to other people what do you need to do?   |  |  |  | | --- | --- | --- | | ( ) | Keep the feedback balanced. |  | | ( ) | Get straight to the point. |  | | ( ) | Focus on the individual. |  | | ( ) | Not accept excuses. |  | | 10 pts |
| 7 | When tackling poor performance what should you do?   |  |  |  | | --- | --- | --- | | ( ) | Report the issue immediately to the HR department. |  | | ( ) | Request a private meeting and reprimand the individual. |  | | ( ) | Delay dealing with it until the annual appraisal meeting. |  | | ( ) | Try to understand why the situation has happened. |  | | 10 pts |
| 8 | What do you think is the most important factor in motivating others?   |  |  |  | | --- | --- | --- | | ( ) | Challenging and interesting work. |  | | ( ) | Job title and position. |  | | ( ) | Money and bonuses. |  | | ( ) | Training and development. |  | | 10 pts |
| 9 | When you are setting objectives what do you do?   |  |  |  | | --- | --- | --- | | ( ) | Identify the tasks which need to be completed. |  | | ( ) | Focus on outcomes and deliverables. |  | | ( ) | Set them each year at the appraisal meeting. |  | | ( ) | Make sure they are linked to the bonus scheme. |  | | 10 pts |
| 10 | What do high performing teams do?   |  |  |  | | --- | --- | --- | | ( ) | Go out together on a regular basis (promotes teamworking). |  | | ( ) | Try to get the task achieved as quickly as possible. |  | | ( ) | Avoid conflict and instead focus on performance outcomes. |  | | ( ) | Understand each other and appreciate differences. |  | | 10 pts |

Answers

(Figures in brackets refer to the page numbers in the Pocketbook from where the questions are drawn.)

1. An approach to achieving a shared vision of the purpose and aims of the organisation. (7)
2. It influences bottom line performance. (11)
3. Helps people to perform to their potential. (26)
4. Decide what element of your job you can delegate. (6)
5. To help people come up with their own solutions. (41)
6. Keep the feedback balanced. (52)
7. Try to understand why the situation has happened. (57)
8. Challenging and interesting work. (65)
9. Focus on outcomes and deliverables. (73)
10. Understand each other and appreciate differences. (92)