

## PRACTICAL NEWS COVID-19 News Source

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### **Conducting Effective Performance Reviews Remotely**

More companies are operating remotely during the COVID-19 Pandemic. It is important for business owners (and managers) to provide continuity during these times. Regular performance reviews are important now more than ever. We compiled a list of tips for making the most of these valuable opportunities to provide feedback and check in with your remote workforce.

**Timely performance reviews.** Operating remotely is not a reason to postpone otherwise scheduled performance reviews, especially when they are usually tied to some form of remuneration or even a possible promotion. With these uncertain times, postponing reviews is unnecessary and may send a message that the employee's growth is not important.

**Video conference options.** If a performance review cannot be conducted in person, consider using a video conference platform to meet and discuss the review. Video conferences allow managers and employees to meet face-to-face in a virtual environment. It is important for employees to feel that he or she has the undivided attention of their managers; seeing each other in a video conference will allow for a more personal interaction.

**Be prepared and fully engaged.** Prior to the review, the manager should thoroughly complete all relevant portions of the review and review the employee's feedback. The manager should pre-identify specific, detailed examples to highlight the employee's performance and any areas that require improvement.

**Acknowledge, motivate and be compassionate.** Be sure to point out ways the employee has adapted well to the remote environment. Be sure to commend him or her and provide motivation for continued, successful performance. If the employee is having difficulty adapting,

then show support and offer any available resources to support the employee's growth and performance. Empathy is paramount – we all may be struggling in some ways during the Pandemic. A little compassion goes a long way. Remember, we are all in this together!

**Be committed and intentional about next steps.** Managers should be clear and committed to the next steps. A follow-up discussion should be scheduled to check in and monitor the employee's continued growth and progress. This is especially necessary if reviews only happen once a year.

Business owners and managers can seamlessly engage in this vital function and provide their team members much needed recognition and support, especially in this challenging time.

*Thank you to Jennifer O'Neill for her contributions to this alert.*

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