Task 3

Commented [BP1]: Given answers are okay but you have missed to relate Q 6 and 7 and write a role play.
Please prepare role play here as well.
Q 6 Prepare the formal performance development documentation for the employee. Use the Performance Development Plan template provided (Appendix 3), in accordance with the Australian Hardware performance management policy.

The focus of part of the role-play (done immediately after the coaching session) is to formally establish with the employee the performance issues, remedial steps and work goals for the next performance review period.

7. Participate in a 10–15 minute role-play. Ensure you complete the following:

a. Conduct a coaching session where you:
   i. discuss performance expectations
   ii. establish and clarify the reality of the employee's performance: describe how performance was monitored and measured; your evaluation of the gap between expectations and their performance; and discuss previous feedback given (Assessment Task 1).
   iii. recognise achievements, attitude and positive aspects of performance
   iv. discuss opportunities for growth and meeting expectations
   v. establish willingness of the employee to take concrete steps.

b. Complete formal performance development documentation, where you:
   i. set targets and review dates for the next performance review
   ii. complete performance management recordkeeping for HR (Appendix 3), including signatures. Refer to the performance management procedures followed with the employee.

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Commented [BP2]: Organized structure.

1. Arrange with your assessor:

A. A time and place to role-play a coaching session/performance appraisal

As mentioned in the case scenario, it has been seen that Kim has failed to perform at the utmost level. In order to bring in and implement the coaching session/performance appraisal, the chosen venue is the organization itself and the time chosen to provide the session is 3pm to 5pm.

B. A timeframe and format requirements for submitting supporting documentation, as set out in the specifications below.

The assessment does not require any sort of changes or modifications

The coaching session can be conducted with the aid of videos or teleconferencing

The paperwork might be conducted using an electronic medium

A follow-up interview must be implemented for evaluation purposes

2. Review the employee's Performance Scorecard

KRA	**Target to be fulfilled**	**Result achieved**	**Remarks**
Financial areas	$20,000 on a monthly basis	An average of $8,000 over six months	Even though the target of $20,000 is expected from a new recruit, but $8,000 is very less. A figure of $10,000 is expected at least.
Customer focus areas	7/10 score on customer focus	5/10 score	The consumers have been showcasing friendly behaviour with the employee. She has been displaying keen interest to interact with them in the most efficient manner. However, it has to be noted that due to the lack of knowledge and information that Kim has, the consumers have showcased dissatisfaction. They have been seen to ask the same questions on a repetitive basis.
Efficiency of	A total of	An average of	Kim has failed to understand the system of point-of-

Commented [BP3]: You have arranged but where is the 10-15 minute role play?

Commented [BP4]: Okay.

Commented [BP5]: Good review.

Internal process	Five minutes to carry out a sales transaction	10 minutes has been required by Kim	sale. She has been making hefty mistakes while conducting the various transactions
Learning and development	30 hours of extensive training and development	Only 10 hours of training	Although Kim had expressed enthusiasm and interest to learn and take part in the training initially, she failed to inculcate the inputs and knowledge. Reluctance and casualness was also seen in her behaviour. She feels that she would be learning with experience, and can depend on the others for help.

3. Plan an informal coaching session for the employee. Use the Coaching Plan template provided or a coaching planning model of your own design

Commented [BP6]: Okay.

Coaching phase	**Notes/questions/planning**
Goal and performance expectations	The goal of Kim shall be to achieve $20,000 sales figures for the company. She is also expected to score 7/10 when it comes to customer focus areas. Not only this, it is required of her to complete a sales transaction within 5 minutes. Lastly, a slot of 30 hours had been kept for providing her with extensive training and developments.
Reality of actual performance	However, she has failed to achieve the sales target. She has only managed to bring in $8,000 on an average basis in the last six months. Further, she has managed to score only 5/10 in the customer focus areas. To complete a sales transaction, she has taken an average of 10 long minutes. Lastly, rather than taking training for a period of 30 hours, she has only managed 10 hours. The gap between the expectations and the reality is therefore huge.

Opportunities to develop	Even though the gap is huge, it is possible for Kim to bring in development in her work. For instance, she has been showcasing interest to learn about the various processes and methods of the conducted work. Also, she has managed to interact in a very friendly manner with the consumers while providing assistance. If she manages to build on it and inculcate the required knowledge and skills, she shall definitely improve.
Willingness to develop and commitment	Even though the scope of improvements and developments are high in the case of Kim, the newly recruited employee has failed to bank on it. She has failed to grab the opportunities and bring in self development. For instance, she has not managed to acquire training for 30 hours. She has expressed disinterest and unwillingness to learn and be aware of the various working methods employed by the Australia based hardware company.

4. Prepare the formal performance development documentation for the employee. Use the Performance Development Plan template provided, in accordance with the Australian Hardware performance management policy

Commented [BP7]: Template has been appropriately utilized.

Name and position: **Manager:**		**Review period:**	
Reference from operational plan	**Key result area**	**Indicator of success/ performance**	**Status report/results**

Communication skills	Effective consumer satisfaction	The consumers are satisfied with the services and solutions provided by the employee. Only when they are provided with utmost satisfaction, shall they be interested to make further purchases of the products of the company	This component of operational plan is being improved, however the pace at which it is progressing is not very fast and rapid
Inter departmental coordination	Enhanced flow of work among the various departments of consumer service	When the employees know when to transfer the queries and problems of the consumers to other departments. Also, when the flow of work is effective.	This area is being improved and enhanced at a very rapid pace. It shall take very less to no time, in order to implement the efficiency of work flow.

Achievements: Due to the improvements in the communication skills and inter departmental coordination, it has become possible for the company to achieve a hike of 5% in the sales figures	**Areas of opportunity:** Kim has high scopes of bringing in developments in the areas of knowledge about products and awareness of the products of the company

Next performance review period: The next performance review period shall be after a span of 6 months
Manager's comments: In this performance review, it has been seen that Kim has under-performed, when it comes to meeting up the sales figures and assisting the consumers. She has also neglected the training, which was supposed to be provided to her. However, she has high scopes of improvements. After 6 months, she shall be evaluated on a further basis. **Signature:** **Date:**
Staff member's comments: **Signature:** **Date:**

Q 6 and 7 have not ben addressed.

Commented [BP8]: Please prepare role play here as well.
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