

FARRAN STREET EDUCATION

Quick Guide To Managing Educator Performance



Farran Street
Education

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Introduction

Managing and leading Educators can be difficult and frustrating.

For many it's a constant and time consuming battle, dealing with one issue after another.

We can help! We've created this quick guide to help you manage staffing issues like a pro.

72% of staff say
their **performance**
would improve if
their managers
provided
corrective
feedback.

Zenger/Folkman, 2014



Prevention is better than cure

Performance management is a lot more than "warning letters." All performance needs to be managed. Both top performers and poor performers. The best time to start managing performance is during induction. Like a master sculptor creating a great work of art, high performing managers use feedback and expectations to gently guide performance.

Performance management is an ongoing process of communication between leaders and Educators. The communication process includes clarifying expectations, setting goals, providing feedback, and reviewing results. Take the time from the very beginning to sow the seeds of high performance.

"Someone's sitting in the shade today because someone planted a tree a long time ago."

Warren Buffett



Set Crystal Clear Expectations

Behavioural

Poor performance doesn't always involve people not completing their tasks. Sometimes the issue relates to poor attitudes or behaviours.

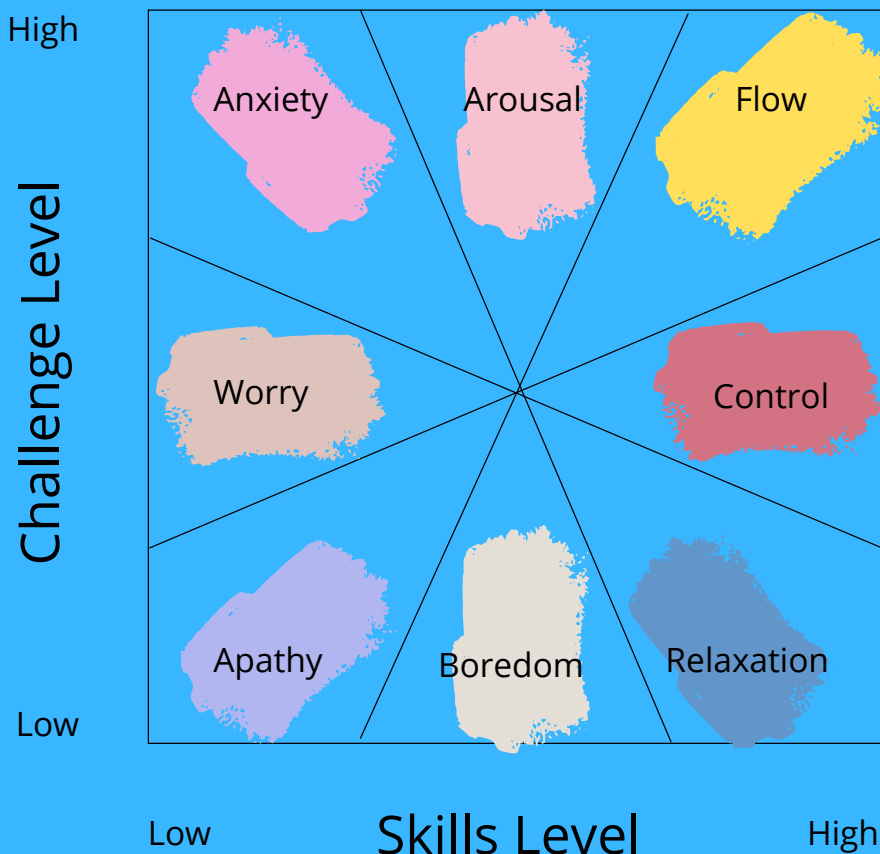
To reduce issues down the track, during induction we can have a brave two-way conversation about the behaviours we'd like to see.

Behavioural expectations set the foundation for a strong consistent culture. Below you can see a sample from Sapling ELC.

Sapling ELC Behavioural Competencies

1. Displays initiative and makes things happen
2. Loves learning and developing others
3. Works together to build collaborative teams.
4. Creative, innovative and fun-loving
5. Exceptional communication and interpersonal skills.

Keeping Educators Challenged



Mihaly Csikszentmihalyi a Hungarian-American psychologist suggests that most poor performance and resistance to change originates from a lack of challenge. If the challenge presented by the role is not commensurate with the Educators skill level then performance declines and behaviours often become less than optimal. To achieve a state of flow, the role should remain suitably challenging as the Educators' skills increase.

Managing Poor Performance

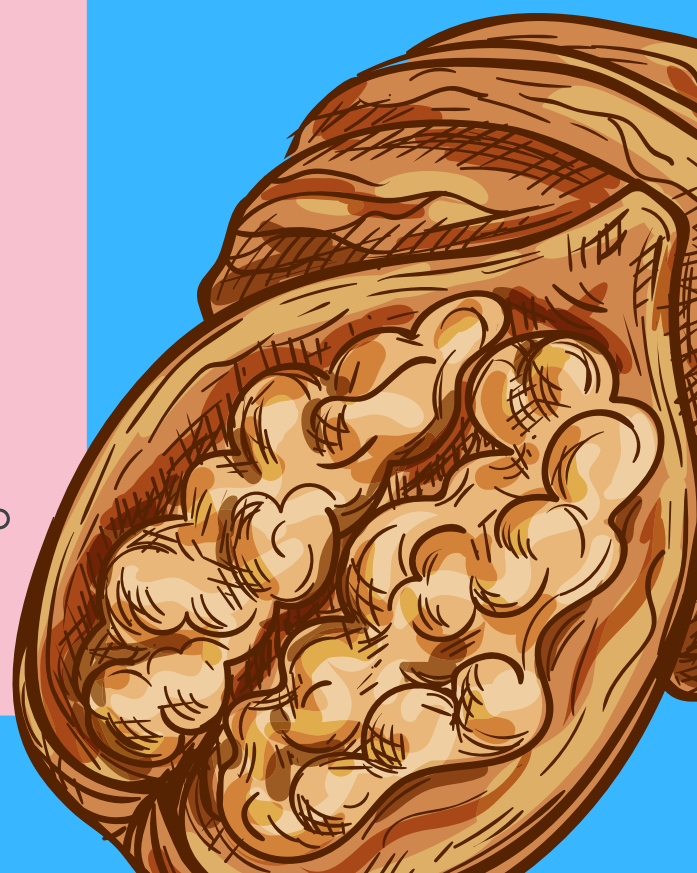
My very first HR mentor had a great saying "don't use a hammer to smash a walnut"

She'd always ensure to manage poor performance in a timely fashion, with an appropriate response. Managing poor performance can start with a wink, a nod, a wry smile or a wellness check-in. The sooner you address the issues the quicker the Educator will improve their performance.

Managers who decide to rule with an iron fist will give rise to a culture of fear and intimidation.

The best managers address a missed deadline or an infraction with a remedy that's appropriate to the situation.

**"Don't
Use a
Hammer
to Smash
a Walnut"**



Performance Discussions

Performance discussions are a great way to get Educators back on track. Start off with an informal chat to help the Educator to improve performance. As the poor performance becomes more chronic, you can escalate the seriousness of the discussions.

1. Explain where the expectation has not been met.

This is your chance to be brutally honest. Use this discussion to be authentic and objective, describe how the expectation has not been met.

2. Get their version of events.

Every story has two sides and a performance discussion is no different. Invite the Educator to give their explanation for their lack of performance.

#bebrutallyhonest

Performance Discussions

#bebrutallyhonest

3. Re-state expectations.

It might sound like you're repeating yourself a million times, but take the time to clearly re-state your expectation moving forward. Remember, clarity is key.

4. Set goals and gain commitments.

Together set some short term goals to move forward. Setting goals together helps in gaining their personal and emotional commitment to the task at hand.

5. Provide coaching, training and support.

Lack of knowledge and skills account for up to 60% of all poor performance.

6. Follow up

Follow up is follow through. Checking in to monitor their progress shows your committed to seeing an improvement in their performance.

Performance Mgt Stages

Managing performance is a little like playing snakes and ladders. There are lots of ups and downs and your not always heading in the one direction. But using the right tools at the right time can ensure that the Educator quickly improves their performance. Performance Management can be broken down into 2 stages.

Stage 1 Performance Management

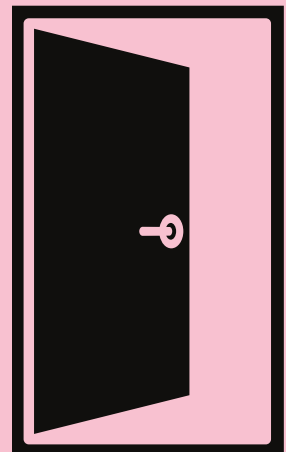
This stage focuses on providing support, coaching, guiding and feedback in an attempt to return the Educator to performance as soon as possible.

Strategies: Coaching, Feedback, Training, Mentoring, Clarify Expectations, Increase in Support, Promote Belonging

Stage 2 Performance Management

This stage ensures that the principles of procedural fairness are followed and the Educator has a clear understanding of the consequences of their poor performance.

Strategies: Warning letters





"The only thing worse than training your employees and having them leave is not training them and having them stay."

- Henry Ford

Find out more...



Managing and leading Educators can be difficult and frustrating. For many it's a constant and time consuming battle, dealing with one issue after another.

We can help!

We've created an **amazing 4-part webinar series** designed to help you manage staffing issues like a pro. With specific Children's Services and OSHC case studies, this series will help you master the art of HR and manage staff with confidence.

Webinar series starts - Friday 5th March 2021 @ 10:00am

[Click here to find out more.](#)



Farran Street
Education

Who we are.

Farran Street Education is one of the largest providers of specialist **leadership** and **management** skills to the Early Childhood and OSHC sector.



What we offer.

- In-house Team PD
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**ALL YOUR BEST IDEAS
IN ONE PLACE**