

People Management Best Practices

Generally speaking, people management can be described as the following cycle:

- 1. Set Goals, Assign Tasks, Delegate Activities**
 - Clearly communicate expectations
 - Record the agreed upon goals and milestones
- 2. Measure Performance**
 - Communicate regularly
 - Follow up according to the schedule
 - Record the actual results
- 3. Analyze Performance**
 - Compare actual results with the plan
 - Analyze the differences
 - Understand what caused the differences
 - Come up with a plan to improve the situation
- 4. Adjust Performance**
 - Give feedback
 - Set different goals
 - Change the person's responsibilities



See the next pages for practical tips how to manage using MyDirects.com People Management System

Managing With MyDirects.com

MyDirects.com is your control center for managing your team. The system allows you to add your team members, add and manage notes and tasks that can be attached to one or more team members for a specific week. Each note can have performance flags associated with it, which makes it possible to accumulate performance statistics. The performance data is displayed in various reports.

The screenshot shows the 'Team Page' interface. At the top, there are navigation tabs: Home, My Team, My Account, and Log Off. Below this, a welcome message for John Wilson is displayed. The main content is divided into three columns: TEAM, IMPORTANT, and MOST DELAYED. The TEAM column lists team members with their photos and names: Agatha Miller, Charles Dodgson, Eric Blair, and Rhonda James. The IMPORTANT column shows tasks and notes for the current week, next week, and in 2 weeks. The MOST DELAYED column lists tasks that are overdue. A 'feedback' button is visible on the right side of the page.

The “Team Page” shows the list of your team members, the most important notes and tasks for this and several upcoming weeks, and the list of the most delayed tasks.

Each team member’s page shows the list of the notes and tasks associated with this person.

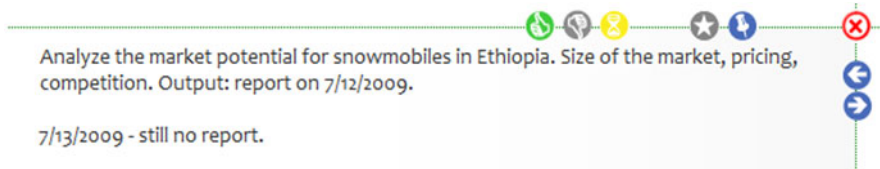
The screenshot shows the profile page for Agatha Miller. At the top, there are navigation tabs: Home, My Team, My Account, and Log Off. Below this, a welcome message for John Wilson is displayed. The main content is divided into two columns: a profile section on the left and a calendar view on the right. The profile section includes a photo of Agatha Miller, her name, and some personal information: Husband – Max, archeologist; Daughters: Emily (2000) - soccer, Alyssa (2003); Three cats!. The calendar view shows tasks and notes for the current month (October) and the following month (November). A 'feedback' button is visible on the right side of the page.

Start using MyDirects.com in three easy steps:

- 1 Register an account at www.MyDirects.com (there is a free account available to try the system out before subscribing)
- 2 Add your team members
- 3 Start adding tasks and notes, and make sure you use the notes during your one-on-one meetings.

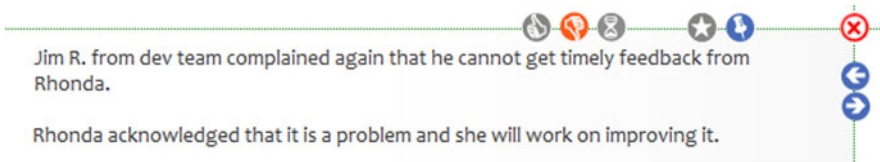
Practical Tips

1. **When assigning a task or setting a goal**, agree upon the expected result and the schedule. Navigate to the week when the task is supposed to be completed and create a note describing the task and the expected result. If necessary, create one or more notes for intermediate checkpoints to follow up upon the progress. Here is MyDirects.com example of a note:



Notes can be easily moved from one week to another.

2. **When the task is completed (or failed)**, record the results. With MyDirects.com, use the buttons at the top of the note to record the performance - (good job), (could be better), or (takes too long).
3. **If you observe a behavior** that you want to correct or support, give feedback to the employee, and create a note with appropriate performance flags. This way, the behavior will be recorded and you will be able to discuss it later during your next one-on-one meeting and/or the annual performance review.



4. **Establish framework for regular communication with your direct reports.** One of the best solutions is to have a regular weekly 30 minute one-on-one meeting. Part of this meeting shall be fully driven by the employee; the other part can be driven by the manager.

Come to the meeting prepared, with the list of notes, tasks, and expected results for that week.

MyDirects.com automatically generates a convenient 1:1 form for this week's one-on-one meeting (click on the image to see the details). Please print out this form before the meeting.

Print 1:1 Form	
Agatha Miller Click here to print Week of 7/13/2009	
AGATHA'S ITEMS	
<p>LAST WEEK'S POSITIVE</p> <ul style="list-style-type: none"> Great job helping Eric to understand our document management system. 	<p>LAST WEEK'S NEGATIVE</p>
<p>THIS WEEK'S NOTES</p> <ul style="list-style-type: none"> 1 week Any plans for a vacation in the next couple of months? Agatha have not took time off for a long time. 1 week Agatha has been working with marketing to compile a wishlist for 2.3 release. List should be ready by July 10th. 1 week Agatha wanted to get some training in financial analysis. I promised to check what is available in our training department. If not - consider funds for external training. There are funds for training - ask Agatha to select the course within \$4K. 	<p>COMMENTS OR ACTION ITEMS</p> <ul style="list-style-type: none"> <i>Not sure yet, will know in 3 weeks</i> <i>Will be done before end of Tuesday</i> <i>Agatha will find something within 2 weeks</i>

