

# PERFORMANCE MANAGEMENT

## Five Keys to Evidence-Based Commitment



### PLAN

#### **expectations according to duties, training, and experience:**

Match the natural or learned skills to the functions people will perform. Openness about the organization's goals and the reasons for management decisions reduces stress and increases the brain's ability to focus on the mission.



### DEVELOP

#### **strategies with officer input to achieve goals:**

Involve the officer in articulating and aligning to the purpose with minimum levels of supervision. Entrust them with gradual levels of autonomy and decision-making authority to take action.



### MONITOR

#### **performance and decision-making authority:**

Conduct random follow-ups during roll call, active calls for service, or counseling sessions to ensure personnel are meeting goals as planned.



### RATE

#### **performance and progress with meaningful feedback:**

Qualified insights from supervisors are vital to aligning a new generation to see how their performance is making a difference. When feedback is objective, the brain is sparked to do something different.



### REWARD

#### **milestones with positive or negative reinforcements:**

Human behavior thrives on recognition and honor. You'll be surprised at the level of long-term retention in your agency when autonomy, honesty, and appreciation come together to support the sacrifices of law enforcement personnel.

