



Managing and Measuring Employee Performance

Elizabeth Houldsworth, Dilum Jirasinghe

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As performance management becomes better integrated into businesses, attitudes and approaches to it are evolving. Through case studies and detailed practice examples from leading international organizations, this text addresses the increasing demand for managers in all sectors to manage and measure staff performance. Performance management includes measures on teamwork, long-term thinking, building human capital and customer loyalty. It values leaders who build human capital by motivating employees and developing and managing talent. The book identifies two means of performance management. Performance development promises a motivating workplace and employee career training. Performance measurement, holds employees accountable and measures their contribution. Both have strengths and drawbacks, but successful businesses balance the two to foster employee growth. Includes original research of managers and their attitudes to performance management procedures.

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