

Employee fact sheet:

# Navigating performance management



Being involved in a performance management process can feel stressful, personal or overwhelming. You may feel uncertain about what is expected, worried about the outcome or unsure how to respond during conversations.

Performance management is usually intended to address concerns about work performance, behaviour, attendance or role expectations. Understanding the process, preparing for conversations and accessing support can help you stay engaged, manage emotions and respond in a practical way.

## What performance management may involve

Performance management processes can vary between organisations, but they may include:

- feedback about performance, behaviour or attendance
- discussions about role expectations or workplace conduct
- agreed goals, actions or improvement areas
- regular check-ins or review meetings
- documentation of concerns, expectations and progress
- support, training or adjustments where appropriate
- involvement from your manager, HR or another workplace representative

If you are unsure what the process involves, ask for information about the next steps, timeframes and what is expected of you.



Reaching out early makes a real difference. Contact [PeopleSense](#) to book a confidential appointment with a qualified psychologist.

AU: 1300 307 912

NZ: 0800 425 526

## Strategies that may help

Being part of a performance management process can bring up strong emotions. [PeopleSense EAP](#) can help you at every step, and these strategies can help you prepare, participate and look after your wellbeing during the process.

### 1. Understand the concern

Ask for clear information about the specific concern, and what needs to change.

### 2. Clarify expectations

Make sure you understand the required standards, goals, timeframes and how progress will be assessed.

### 3. Prepare for meetings

Read any information provided, write down questions and take notes during conversations where appropriate.

### 4. Stay focused on next steps

Try to focus on what is being asked of you now, what support is available and what actions you can take.

### 5. Share relevant context

If wellbeing, workload, personal circumstances or workplace factors are affecting your performance, consider whether there is information you want to share.

### 6. Keep your own records

Save relevant emails, meeting notes, agreed actions and any information you may need to refer to.

### 7. Seek support early

Confidential support is available at every step through [PeopleSense by Altius](#), your EAP, if you would like help preparing for conversations, managing emotions or working through your options.