

# The Hawthorne Performance System

The Hawthorne Performance System is an effective and efficient way to communicate and enhance employee productivity. Organizations want to improve employee productivity in order to grow overall business performance and corporate value. But the tool most often used to evaluate and improve performance—the traditional annual performance review—is based on several flawed premises.



## The Dreaded Performance Review

Typical performance reviews are a backward look to see where the employee has been—and perhaps failed. Annual reviews require looking back over a long period of time. Manager comments such as “I’m not satisfied with your performance on that project six months ago,” are unproductive. Even if the feedback is viewed constructively, it is too late to benefit the employee’s performance and organizational objectives.

Another problem with traditional reviews is the assumption that the supervisor has a full and accurate grasp of their employee’s performance.

## Say Goodbye to the Dreaded Performance Review.

There is a better way. It involves frequent communication—that is early enough to correct problems before they happen and often enough to show continuous interest and allow employees a voice in their own development. The Hawthorne Performance System combines the best elements of a structured annual evaluation and also frequent dialogue and two-way communication.



## The Hawthorne Difference

Hawthorne Services, LLC provides the coaching and training to improve your organization’s Employee Performance Management process.

The Hawthorne Performance System is a powerful tool for employee relations. Our system provides a structured process for frequent, documented coaching and feedback.

With our system, you will be able to address and correct problems immediately, removing any possibility of “he said, she said” from the process.

Supervisors will be able to take an objective approach, listen and coach their employees, and ask them for input about their upcoming goals. In return, your employees will give input regarding their performance, allowing them to take ownership of their morale and become a part of the entire process. Of course, your supervisors and management team have the ultimate responsibility for objectively rating employee performance. Our system will never take that away.

## Components of The Hawthorne Performance System

### Goals

A structured system for clearly stated goals that are Specific, Measurable, Achievable, Relevant and Timely.

### Two-Way Performance Summary

A structured system for the performance review process that utilizes two-way input between the supervisor and employee.

### Continuous Coaching

A structured system to facilitate ongoing supervisory coaching and mentoring.

### Feedback

A structured system to facilitate continual dialog between supervisor and employee



### The Hawthorne Performance System Features:

- Easy system set up: complete a questionnaire and provide an organizational chart. We do the work!
- HR administrators have a broad view of the process, with a range of reports.
- The Coaching and Feedback application is structured for two-way, documented communication.
- Customizable scoring and user-defined review types (annual, probationary, etc.) for annual performance summaries.
- Individualized goals can be established for each employee using established position or departmental goals.
- Reports have nearly unlimited selection criteria.
- Email alerts sent to both supervisors and employees for goals, coaching and reviews.
- Data always available to export to Microsoft Excel.
- Document portal contains all your relevant information and communication for your company's particular implementation and performance management process.

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