

Chapter 8 Outline

The Role of Human Resources Management
Performance Management
Step One: Planning
Step Two: Setting Cascading
Performance Objectives
Step Three: Performance Reporting
and Accountability
Step Four: The 3P Performance Report
Step Five: The Performance Evaluation
Step Six: Performance Coaching
Step Seven: Personal and Professional
Development
Step Eight: Continuous and Never-
Ending Improvement
Best-Practice Organizations

Competencies

1. Describe the role of human resources management, and explain what a human resources department can do for a CVB. (pp. 147–149)
2. Describe the steps in the performance management process. (pp. 149–158)
3. Explain why planning is important in performance management. (pp. 149–151)
4. Describe the process of setting objectives. (pp. 151–153)
5. Describe the process of performance evaluation, and explain how it relates to professional development. (pp. 154–157)
6. Explain the idea of CANI. (pp. 157–158)