



PIAMS Weekly News

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Strategies to Improve The Performance Review Process

Are performance reviews a regular part of the atmosphere at your company? Might you be involved in making sure they are done? If so, these tips can help create a positive outcome at your company regardless of whether individual performance reviews are positive or negative:

Communicate. There should be no surprises in a review because clear communication about employee performance is critical throughout the year.

Make time. Reviews are important to employees. Stick to a schedule and allocate the necessary time for an adequate process.

Be prepared. HR professionals or supervisors should have been keeping notes throughout the year to help in an accurate review. At the very least, have job descriptions available and other pertinent information.

Don't follow conventional processes. If your organization approves creative thinking, a good discussion with the employee can work. Remember, notes are important and any notes from that discussion should be reviewed with the employee to make sure they accurately summarize the review meeting.

Offer advancement. Most people want to move up in an organization. Offer opportunities for those who show promise and a desire for more responsibility.

Be specific. Did the employee not meet expectations? Have examples at hand to show where they failed to measure up. Also, document examples of where employees met and exceeded expectations on projects and other objectives.

Be relaxed. The process can be stressful. Be a good listener and show empathy.

Listen. Give the employee plenty of time to talk. Listen attentively and actively.

Be appreciative. Figure out a way to reward deserving employees. Wage increases are frozen? How about letting a subordinate scoot early on a Friday?

Start documenting. Commit now to better manage the performance review process for 2010 by keeping better notes. Use your calendars and set up monthly or quarterly meetings now for your employees in 2010 to communicate about progress and performance. If you start now, the process will be much easier a year from now.

And don't forget PIAMS members have HR expertise available – just call Jennifer Janness at 303.771.1578.



The Holidays Are a Good Time to Make Sales Calls

Some sales people believe that the holiday season is not a good time to make new account calls, but in fact, it can actually be one of the best times to meet and connect with new accounts. Why? People are in a better mood and more receptive to new ideas. When approached as an opportunity to simply share and gather information, sales personnel will find acceptance and very little rejection, which paves the way for a happy holiday, indeed.

The Holidays are Also the Time to Mix & Mingle with Industry Peers

We're looking forward to seeing all of you next Tuesday at this year's *Holiday Gala/Annual Meeting and Silent Auction* where the first drink is on our friends at KBA.



Sales Session Scheduled for January 21st



NAPL Senior Consultant, Howie Fenton will be delivering a timely session to jumpstart 2010 *"Creating & Growing a Sustainable Business During a Recession"* from 1:00 – 3:00 p.m. on January 21st. This session, originally presented at

Print09 that addresses specific challenges & opportunities for emerging from the downturn, will be of great benefit to CEO's, Sales Managers, Sales Executives and Top Line Managers. The price for PIAMS members is just \$25 per person/\$65 for non-members and is well worth the money and time.

Key Take-a-Ways:

Which products & services generate more profit

Learn strategies & tactics behind selling marketing solutions
Gain insight to uncovering hidden opportunities & target markets

The importance of creating a unique value proposition for your company

How to improve yourself by mastering the tools you are selling

Register today by calling Jennifer Janness at 303.771.1578.

Annual Census Information Due Next Friday

If you haven't done so yet, it's time to send in your annual census information form which is due on Friday, December 11th.

It is also the time of the year where you can take advantage of an early dues discount – our holiday gift to you.