IP BEST PRACTICES

Appraisal Process

A best practice shared by InspiringPeople.

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Appraisal Process

Replacing SMART annual goals with open, regular review questions makes the appraisal process fit a faster-changing world.

Key steps

If you want people to act differently, you need to reward them differently. SMART goals for an annual balanced scorecard get harder to maintain as conditions keep changing faster.

Move to regular 360-style review sessions built around open questions — 'who did you develop?', 'what did you innovate?', 'what did you grow?' — and communicate the change in process clearly before rolling out the new questions.

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