

HUMAN RESOURCES

PERFORMANCE APPRAISAL AND FEEDBACK

Performance appraisal is another important responsibility of the Human Resources (HR) department. It is the process of evaluating how well employees do their jobs. Through appraisals, HR and managers can understand what employees are doing well and where they need to improve. Performance appraisals help the company grow and help employees develop their skills and confidence.

Usually, performance appraisals happen once or twice a year. HR prepares forms and schedules meetings between managers and their team members. During these meetings, the manager discusses the employee's achievements, challenges, and goals. For example, if a salesperson reached or passed their sales targets, the manager recognizes their effort and success. If an employee had some difficulties, HR and the manager discuss ways to help them improve.

In the past, performance appraisals were often formal and sometimes stressful for workers. Managers simply gave a score or a grade. However, many companies changed this system. They started to make the process more open and positive. Instead of only judging employees, managers now give constructive feedback. Feedback means giving helpful information about what a person is doing well and what they can do better.

HR also started to use new tools to make appraisals easier. They created online systems where employees could write about their achievements, set personal goals, and share their ideas. HR collected this information and used it to plan training programs, promotions, and rewards.

After the appraisal meeting, HR often prepares a development plan for each employee. This plan includes specific actions the worker can take to improve their skills. For example, an employee might attend a communication course, or a team leader might join a leadership workshop. HR follows up later to see if the employee achieved their goals.

Performance appraisals are very important for both employees and companies. Employees feel more motivated when they know their hard work is recognized. Companies benefit because they can identify talent and support people who want to grow. In this way, performance appraisals help create a culture of improvement and success.

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Key Vocabulary

- Performance appraisal
- Evaluate / evaluation
- Achievement
- Feedback
- Goal
- Improvement
- Manager
- Challenge
- Promotion
- Reward
- Training
- Development plan
- Motivation
- Recognition
- Constructive

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🕒 Grammar Focus: Simple Past Tense

Form:

- Regular verbs: verb + -ed → work → worked, help → helped
- Irregular verbs: go → went, do → did, have → had, be → was/were
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Use:

We use the Simple Past to talk about:

1. Actions that happened in the past and are finished.
2. → HR organized a training program last month.
3. Past situations or habits.
4. → In the past, appraisals were very formal.

Examples from the text:

- HR prepared forms for the appraisal.
- Managers discussed employee performance.
- Companies changed the system.
- Employees received feedback and set new goals.

A. Comprehension Questions

1. What is a performance appraisal?
2. How often do appraisals usually happen?
3. How did companies change the appraisal system?
4. What does "feedback" mean?
5. What is a development plan?
6. Why are performance appraisals important for employees?

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B. Grammar Practice – Simple Past

1. Complete the sentences with the correct past form of the verb in parentheses.

- a) Last year, HR _____ (organize) a new training program.
- b) The company _____ (change) its appraisal system.
- c) The manager _____ (give) useful feedback to the employee.
- d) HR _____ (create) an online form for evaluations.
- e) Employees _____ (feel) happy after the meeting

2. Choose the correct answer.

- 1. The HR team ____ the appraisal forms last week.
- 2. a) prepares b) prepared c) preparing
- 3. In the past, managers ____ only gave grades.
- 4. a) are b) was c) were
- 5. The employee ____ new goals after the meeting.
- 6. a) sets b) set c) setting
- 7. HR ____ the results to plan future training.
- 8. a) uses b) use c) used
- 9. The company ____ employees who worked hard.
- 10. a) rewarded b) rewards c) rewarding