

SOP: Performance Expectations, Feedback Process, and Ongoing Training Schedule

This SOP defines **performance expectations, feedback process, and ongoing training schedule** to ensure continuous employee development and organizational growth. It outlines clear performance standards, regular feedback mechanisms, and structured training programs that support skill enhancement and career progression. The document establishes a systematic approach to monitor, evaluate, and improve employee performance through timely feedback and ongoing learning opportunities, fostering a culture of accountability and professional excellence.

1. Scope

This SOP applies to all employees and managers within the organization, including full-time, part-time, and contract staff.

2. Performance Expectations

- Define Job Roles:** All employees must have up-to-date job descriptions specifying core duties, targets, and competencies required.
- Set Performance Standards:** Establish specific, measurable, achievable, relevant, and time-bound (SMART) goals for each role and department.
- Communicate Expectations:** Managers should communicate performance standards and objectives during onboarding and review processes.

3. Feedback Process

- Regular Check-ins:**
 - Managers schedule monthly one-on-one meetings with team members.
 - Discuss progress, challenges, and developmental needs.
- Performance Reviews:**
 - Conduct formal bi-annual or annual performance reviews using standardized evaluation forms.
 - Evaluate achievements, areas for improvement, and alignment with organizational values.
- Constructive Feedback:**
 - Provide timely, specific, and actionable feedback, both positive and developmental.
 - Encourage two-way communication and employee input.
- Documentation:**
 - Record feedback, performance observations, and agreed-upon improvement plans in the employee's personnel file.

4. Ongoing Training Schedule

Training Type	Frequency	Responsible Party	Delivery Method
Onboarding & Orientation	Upon hire	HR/Department Managers	In-person/Online
Job-Specific Skills	Quarterly or as needed	Supervisors/Trainers	Workshops, E-learning
Compliance & Safety	Annually	HR/Compliance Officer	Online Modules
Leadership Development	Bi-annually	HR/External Consultants	Seminars, Mentorship
Performance Improvement	As identified	Managers	Coaching Sessions

5. Roles and Responsibilities

- HR:** Maintain training records, organize mandatory sessions, and support managers in performance management.
- Managers:** Set clear expectations, provide feedback, identify training needs, and foster a supportive environment.
- Employees:** Participate in feedback sessions and training programs; proactively seek clarification regarding expectations.

6. Monitoring & Continuous Improvement

1. Review SOP annually or as business needs evolve.
2. Analyze performance data and feedback outcomes to improve processes.
3. Encourage employee input on SOP effectiveness and potential enhancements.

7. References & Related Documents

- Employee Handbook
- Job Description Templates
- Performance Review Forms
- Training Calendar