

Performance management

Performance management is one of the core skills in the policing professional profiles.

First published 14 August 2024

Performance management is the process of establishing a shared understanding of the performance requirements for each individual. These are set against agreed objectives, managing activities in line with this. This also involves promoting and facilitating the continuous review and ongoing professional development of each individual. Their needs, objectives and goals must be linked to those of the team and organisation overall.

Level 1 – performance management

- I understand the role, importance and process of ongoing performance discussions and development planning.
- I am able to interpret priorities and apply outstanding time management to deliver these.
- I ensure my continued competence as required by professional standards appropriate to my role.
- I am able to assess and report progress, and manage my performance, against agreed success criteria.
- I am able to evaluate my strengths and development needs, and use this knowledge to improve my performance on an ongoing basis.

Level 2 – performance management

- I am able to assess team and individual performance against performance standards and explain my reasoning.
- I conduct performance conversations that help others build on their strengths and take ownership for results.
- I give reinforcing or corrective feedback that is effective in fostering continued improvement and learning culture.
- I create realistic implementation plans and milestones that have clear timelines and criteria for success.
- I apply appropriate attention to detail in order to spot obstacles to success and address these proactively.

Level 3 – performance management

- I demonstrate effective skills in setting team and individual performance objectives that turn organisational priorities into practice.
- I ensure structure and organisation is in place to promote effective performance against priorities.
- I am able to monitor performance and identify emerging risks, issues, and opportunities in order to take corrective steps if necessary.
- I am able to help managers reflect and develop their own performance management skills.
- I lead and demonstrate practised performance management skills and behaviours, inspiring a positive team culture and treating others with respect and fairness.

Level 4 – performance management

- I am able to monitor and act promptly in relation to key performance and capability gaps across teams.
- I am able to coach front-line managers/supervisors to help them help them address their day-to-day performance priorities.
- I promote initiatives and lead ways of working which promote a focus on individual career planning/development.

Level 5 – performance management

- I demonstrate strong skills in setting organisational and operational objectives, assessing progress, identifying emerging risks, issues and opportunities, and taking corrective steps as required to ensure that the right results are achieved.
- I secure systems and ensure processes exist to manage and improve performance for the long term.
- I set a clear vision and create the circumstances (culture and process) that will enable people to undertake development opportunities and improve their performance and career development.

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