

# Performance Matters

Combining a standardized performance evaluation tool and clear employee expectations to drive a culture of accountability in state government



January 2014

## Key Dates:

### Jan. 1

SMART Expectations  
Take Effect

### Jan. 31

Recommend Closeout of  
July -Dec. 2013 Evaluations  
Completed

### Mar. 1

Final Day to Complete  
Performance Evaluations

### Mar. 2

All Evaluations Not  
Completed for the  
July 1 - Dec. 31, 2013 Period  
Will Be Administratively  
Closed

## Performance Matters Update - January

### Implementing SMART Expectations

The SMART expectations that managers set for all employees took effect statewide on Jan. 1, 2014. Agencies should be sure they have continual training available for new managers that emphasizes how to set specific, measurable performance expectations tailored to the employee's daily tasks and long-term projects. Agencies are encouraged to share SMART expectation examples, share timelines, and continue offering expectation writing assistance to prepare managers for the end of the July 2014 - June 2015 evaluation period.

### Managing Performance

Managers and employees can now monitor and track employee performance through the Performance and Talent Management tab in People First. Until the expectations are sent to and acknowledged by the employees, managers who have not set expectations will receive routine reminders to log in and do so.

### Final Performance Matters Initiative Survey Results

In December, managers throughout state government completed the final phase of a survey designed to gauge their awareness and understanding of the Performance Matters Initiative. Survey results will be provided to human resource officers this month. Each agency will receive its personalized results so that it may evaluate the effectiveness of its training and communication methods and make any necessary adjustments as we work toward sustainability of the initiative's success.

### Tips for Success: Troubleshooting Key Issues

As your agency moves into a new year and a new evaluation period this January, it is a good time to take a look at your employees' understanding and implementation of the initiative. The People First service center frequently receives questions from employees and agencies concerning the Performance Matters Initiative. For your agency to maintain the momentum achieved during the training and implementation processes, your managers and human resource officers can review the information below and evaluate if your employees require additional training or communication on any of these issues.

#### **The service center frequently receives the following questions concerning policy and methodology:**

**Q:** Do I have to complete an evaluation on someone I just completed on paper? (Example: An employee hired probationary prior to July 1, 2013, who had an appointment status change in late November or December.)

**A:** Yes, the employee will be placed in the appropriate evaluation plan and must be evaluated, or he or she will be administratively closed.

**Q:** If an evaluation was recently completed for an employee who moves into a position under my supervision, do I need to complete an evaluation?

**A:** Yes, the employee will be placed in the appropriate evaluation plan and must be evaluated, or he or she will be administratively closed.

**Q:** Are comments required for all expectations?

**A:** No, expectations with a rating of 3 do not require comments.

#### **The service center most often receives calls for assistance requesting:**

- Navigation assistance with delegation and assistance with copying the 2013 expectations to the 2014 plan. (Delegation is completed next to each employee task. The copy forward button is on each employee evaluation form.)
- To reopen a final evaluation that is in second-level review. (The manager can still make changes to the evaluation in second-level review as long as the second-level manager has not yet completed the review.)
- To reopen expectations when the employee is in the employee acknowledgment step. (Managers can reopen the expectations themselves from this step.)

## Resources:

We encourage employees, managers and human resource professionals to frequently visit the [Performance Matters Initiative Web page](#).

It offers valuable resources and updates - including the [Performance Matters Initiative Toolkit](#) and [samples of performance expectations](#) - to aid managers in the development of SMART expectations and the use of the online performance evaluation module.