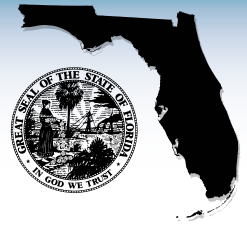


Performance Matters

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



Performance Matters Update - April

Initial Agency System Release Readiness Certification

Representatives from each agency will attest and certify by April 15 that they have completed all system readiness activities in preparation for the People First performance evaluation deployment. They will also confirm their agency has registered for and will participate in user-acceptance testing. All agencies have received the "Go Live" [checklist](#) to use in completing readiness activities prior to the July 2013 People First System Performance Management Release.

Performance Evaluation Process in People First - Agency User Acceptance Testing (UAT)

The focus of the UAT sessions is to provide agency representatives the opportunity to test the performance evaluation process using People First. Participants will have the chance to complete each performance evaluation process step within the system. Participants will be responsible for reporting any issues so they can be corrected prior to the July 1, 2013, deployment. The Department of Management Services (DMS) will hold the UAT sessions from April 15 to April 26.

Agency Trainer Training – Managing Employee Performance

In April, the Curriculum Development and Delivery team will train one to three trainers from each agency on the state's methodology for managing employee performance. Participants will gain the skills, knowledge and curriculum to deliver this training to managers (and possibly other agency trainers) within their individual agencies. Agency training will take place April – September 2013. Each agency will ensure all managers within their organization receive training on the new performance management methodology.

The training is designed to provide managers with the knowledge and skills to prepare, monitor and deliver employee performance evaluations. The training will include the following elements:

- Crafting SMART performance expectations that link to agency goals
- Differentiating between levels of performance using the five point rating scale
- Identifying techniques to improve employee performance
- Providing employee feedback and encouragement through coaching, discussion, planning, evaluation and career development
- Developing techniques for building acceptance of performance management

This approach will ensure all agencies are consistently delivering the core concepts of managing employee performance. Additionally, it will introduce managers to a new enterprisewide process to manage employee performance. The course is designed to prepare them for the role of understanding and implementing a complete performance management process throughout the year as opposed to a once-a-year evaluation.

Key Dates:

April 15

Initial Agency Readiness Certification

April 15-26

Agency System UAT Sessions

April 30

Complete Performance Methodology Trainer Training



DEPARTMENT OF MANAGEMENT
SERVICES