

# Performance Matters

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



September 2013

## Key Dates:

### Oct. 31

- Submit Methodology Checklist Certifying Agency Completion of SMART Expectations Training

- Submit Agencywide Expectations to the DMS People First team

### June – December

- Trained Managers Develop SMART Expectations

### Dec. 20

- Submit Methodology Checklist Certifying Managers' Completion of SMART Expectations

### Jan. 1

- SMART Expectations Take Effect

### Feb. 28, 2014

- All Evaluations for the July 1 - Dec. 31, 2013, Period Completed in System

## Resources:

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

It offers valuable resources and updates during this critical time, as managers complete training, develop SMART expectations and begin using the online performance evaluation module.

## Performance Matters Update - September

### People First System

With the People First performance evaluation module up and running, managers and employees can monitor and track employee performance online through the Performance and Talent Management tab. Managers who have not set expectations will receive routine reminders to log in and do so until the expectations are sent to the employees for acknowledgement. The People First Service Center is available for assistance.

### Agencies Continue SMART Expectations Training for Managers

The new methodology for performance management is a key component of the Performance Matters Initiative. During the next several months, it is vital to the initiative's success that managers receive quality training on how to set specific, measurable performance expectations that are tailored to the daily tasks and long-term projects that each employee completes during the year. The training provides managers with the knowledge they need to create clear objectives for each employee based on identifiable metrics where progress can be tracked. These expectations will directly align with the mission of each agency and further align with the priorities of the Governor.

### Trained Managers Begin Development of SMART Expectations

Agency trainers are currently educating agency staff on performance management and crafting performance expectations using the SMART methodology. As these training events conclude, managers will establish SMART expectations for all employees. These will take effect Jan. 1, 2014.

### Online Performance Matters Initiative Survey

This month, managers will receive the second installment of a survey designed to gauge their understanding and progress regarding the implementation of the performance management system and methodology. The survey will allow the project team to gauge the effectiveness of communication efforts and training methods.

### Agency Success Stories

Several agencies are employing innovative and effective methods for training their managers on the new performance management methodology. They are proactively executing curriculums that equip their managers with the skills to craft SMART expectations, manage employee performance and complete evaluations. These agencies demonstrate the type of commitment to performance management that is vital to this initiative's success. Each month, we will highlight these innovative and applicable ideas.

The Florida Department of Agriculture and Consumer Services (FDACS) designed post-training support sessions to assist in the transition from the July – December 2013 evaluation period to the new January – June 2014 evaluation period that will employ the newly crafted SMART expectations. After FDACS completes training for all managers, its Bureau of Personnel will host Webex meetings throughout December. During these question-and-answer sessions, managers will be able to consult with subject matter experts and seek guidance on the creation and implementation of SMART expectations. This should prove especially helpful as managers move beyond general knowledge of performance management, identify job-specific performance measures that are applicable for individual employees, and develop evaluation strategies that best employ them. Coaching sessions like these are a great option for ensuring that managers attain clarity in the specifics of expectation creation and application before the dawn of the new evaluation period.