

# Management Performance





# Objectives

- Focus performance as a management process designed to achieve University goals
- Establish clear and measurable performance goals and objectives against which accountability will be established and performance assessments will be conducted

# Objectives



- Define a common set of behavior expectations that are linked to System values and support the achievement of University goals and objectives
- Clearly and consistently communicated to all management employees



# Performance management

**Performance management is the process of planning, measuring and assessing work performance**





# Performance evaluations.....

- Must be done for ALL managers
- Aligning personal performance to the goals of the University
- Measures performance based on **Core Performance Factors and Job Specific Objectives.**

# What Performance Management does for you?



- Promotes two-way communication and participation
- Provides a mechanism for determining and establishing goals critical to the University
- Focuses on desired results and the processes to achieve them
- Emphasizes individual contributions to success

# What Performance Management does for you?



- Helps identify employee development needs
- Promotes **individual and organizational success**

# Performance Management

## Requirements



- Hire based upon expectations of the position and KSA's of employee
- Develop meaningful/measurable expectations
- Provide regular/frequent performance feedback



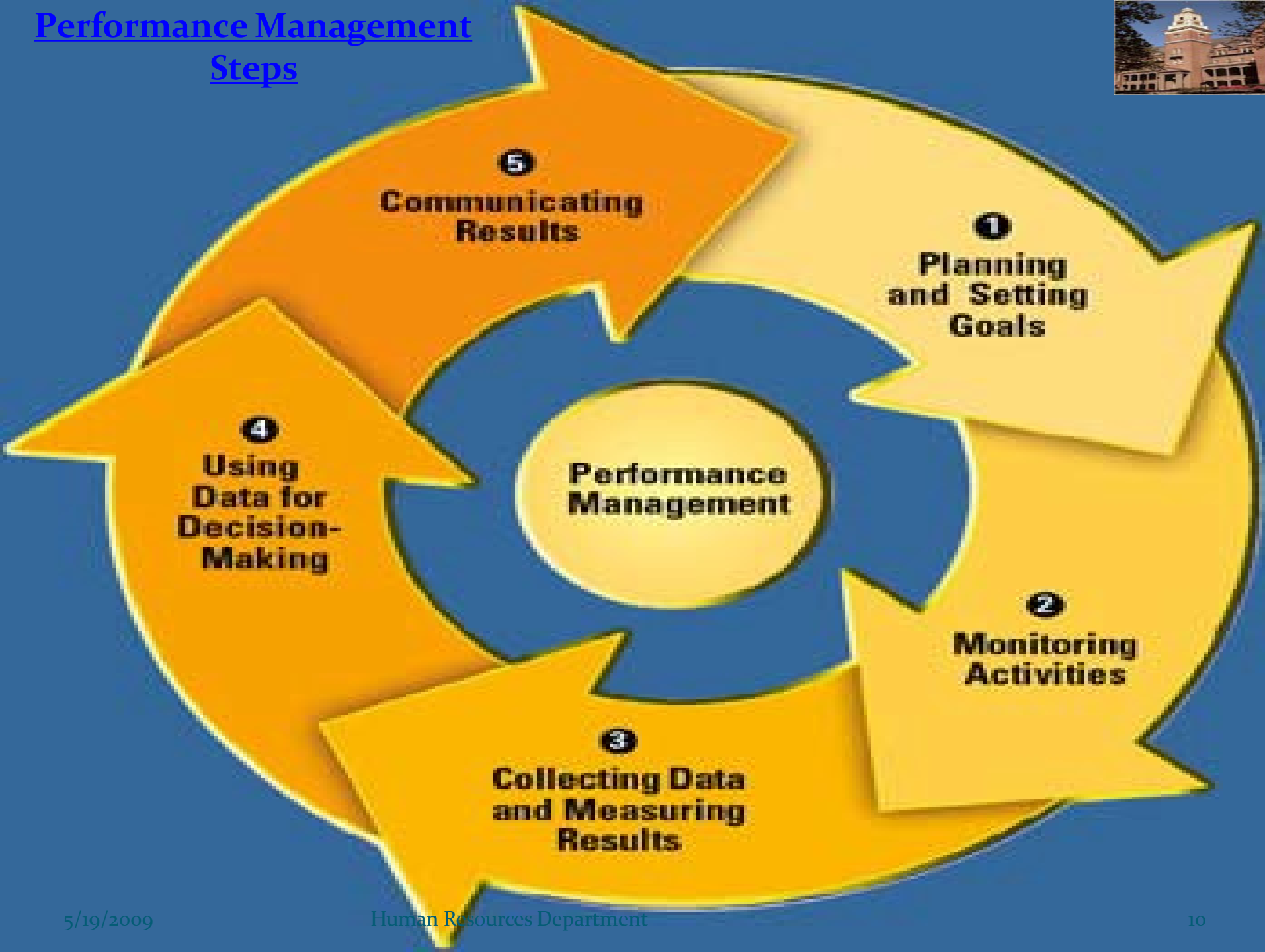
# Performance Management

## Requirements



- Prepare timely, constructive Performance Review
- Reward/Recognize
- Identify/provide training

# Performance Management Steps



# Setting Goals



## SMART

- **Specific**
- **Measurable**
- **Attainable**
- **Relevant**
- **Time-Based**



# 5 Point Rating Scale Definitions

- 5**      Significantly and Consistently Exceeds Expectations: Performance consistently above standards in all or nearly all areas and far exceeds normal expectations.
- 4**      Exceeds Expectations: Performance fully meets expectations and is generally above standards in multiple areas.
- 3**      Meets Expectations: Performance fully meets standards in all areas and may exceed standards in some areas.
- 2**      Needs Improvement: Performance is below standards in a number of expectations, but may meet standards in others
- 1**      Below Expectations: Performance is below standards in a number of critical aspects where substantial improvement is required.
- NA**      Insufficient time in position to evaluate or not applicable

# Performance Factors



## Expected Behavioral Level:

- Leadership
- Commitment to the University's Mission, Vision and Values
- Management Practices
- Relational Skills
- Commitment to Diversity



# Performance Factors (Cont.)



- Resource Management
- Communication Skills
- Accountability
- Responsiveness/Customer Service
- Decision Making/Problem Solving
- Work Environment/Safety



# Job Specific Performance Objectives



- Additional behaviors that drive effective performance
- Should identify specific areas of responsibility or specific projects
- Objectives should be prioritized, with most important in block 1, next most important in block 2, etc.

# The Performance Ratings



- Reflects relative importance of goals
- Not necessarily a mathematical average
- Must be a whole number between 1 & 5
- Ensure consistent application







# Performance Development Plan

- Professional Growth Strategies
- Remedial Strategies



