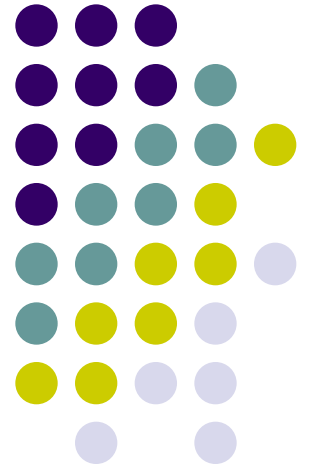




SOUTHWESTERN  
COLLEGE

# Performance Management

March 2008





# Purpose



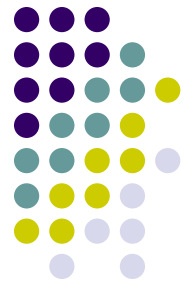
A new Southwestern Goal for the year

College supervisors will make “improvement” a priority in the next round of performance evaluations for 2008-2009, **and will equip supervisors to measure improvement.**

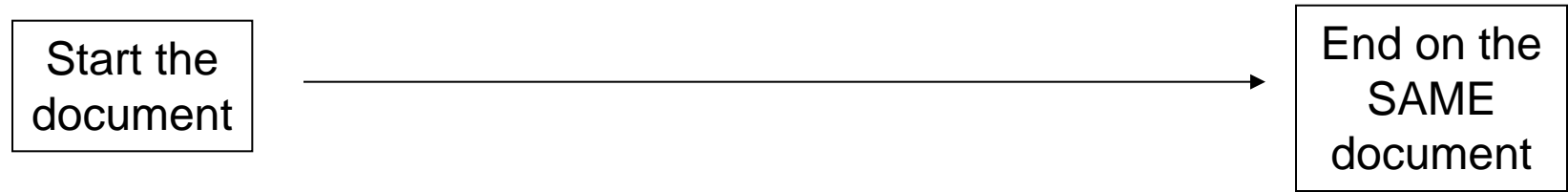
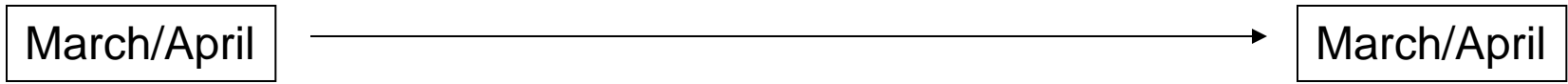
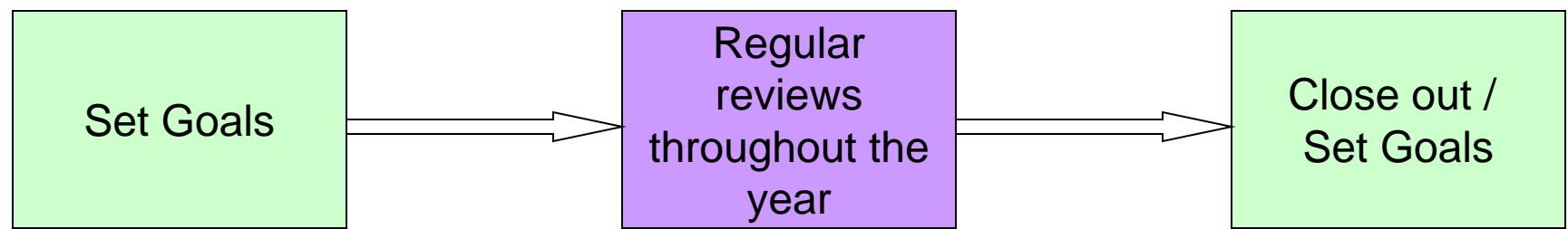
# Agenda



- Performance evaluation process and timeframe
- How to align individual goals with institutional objectives.
- Details on setting and measuring S.M.A.R.T goals (Specific, Measurable, Actionable, Realistic, Timely)



# Process and timeline





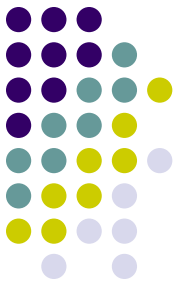
# What is different?

- Transfer goals from last years document to this year's, then review and put new goals on the same form.
- Close out previous year on previous form, start new year on new form

Performance Management Process starts with the setting of goals and ends with the evaluation of those goals.



## Just for this time...



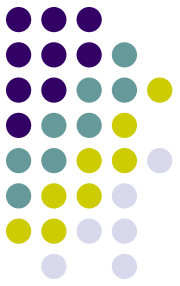
- Since we do not want anyone to be evaluated on a different format that when we started...
- Use the closeout form to complete the evaluation process for last year
- Use the NEW form for the setting of goals for the coming year

# New Goal setting



- **PART I – PERFORMANCE GOALS:**
- “Organization goals” refers to goals or objectives that would directly impact the performance or out-come of the organization. These are generally “business” or job related statements with measurable outcomes. It would be great if these can be seen to directly contribute to the “Organization Goals” of the company.

# New Goal setting



- **PART II – DEVELOPMENTAL GOALS:**
- “Developmental goals” refers to goals or objectives that would directly impact your own personal improvement. These will typically include improving your personal knowledge, behavior, competency or skill. Of course, any item listed here would need to have some connection with the organization.



# Fun Stuff



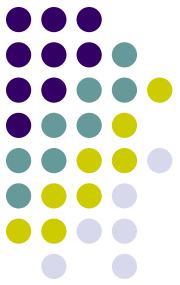
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# S.M.A.R.T



- Specific
  - learn a new skill, acquire certain knowledge or complete a particular project
- Measurable
  - in terms of quality and quantity
- Actionable
  - something you have control over and requires action on your part
- Realistic
  - challenging but reachable with stretch
- Timely
  - a deadline or time-frame for completion

# How to do it ...



- Brainstorm for three to five minutes. List as many performance and development goals as you can.
- Determine if the goals are in your control. For example, “Work with admission to support a proposed effort on a significant pursuit.” Because of your past experience and performance, your supervisor should be able to assist you in obtaining this type of assignment; therefore, this goal is within your control.
- Eliminate those goals that are beyond your control.

# How to do it...



- Review goals to ensure they are relevant to the employee's role and responsibilities, **and that they will improve both the individual's and organization's effectiveness.**
- Identify the highest priority goals.
- Challenge each goal to make sure it is actionable and specific. Identify how you will know the goal has been achieved.
- Progress towards goals should be reviewed regularly. Goals should be modified during the year as appropriate. Revisions should be discussed, agreed to, and changes reflected in the document.

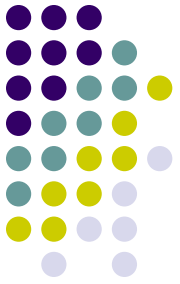
# Example



- **Goal Title:** Create computing customer service level baseline – Supports “Retention”
- **Goal Description:** I will create a tracking and customer survey method to solicit feedback from users that use our services. This tool will be used to obtain a baseline of the expected satisfaction level in a numerical format. The initial design of the process will be completed by August and the first baseline rating will be completed by December.



# Role Play

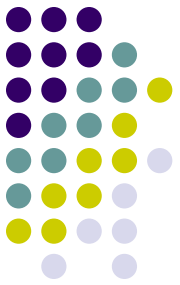


# Take away



- Not really much of a change, just better definition and process.
- Supervisor role is **critical** in helping create SMART goals
- Seek to DEVELOP

# Logistics



- **Location of Performance Management Forms:**  
[www.sckans.edu/hr](http://www.sckans.edu/hr) click on HR Forms  
Both forms are to be completed on the computer, printed and signed
- **2007 Closeout Form – March 31, 2008:**
  - Supervisor completes. Sets meeting with employee to review closeout form for previous year (2007-2008). Forward to up-line supervisor.
- **2008-2009 Performance Management Form – April 30, 2008:**
  - Supervisor and employee defines and sets organizational and personal/developmental goals in section 1. Forward to up-line supervisor.
- Copy forms, return both original forms to HR, Original hard copies go to HR, copies to employee and supervisor for a working document throughout the year for updates with employee.