



Growing Our Communities Together!

# A Performance Management Process

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# Performance Management

What's so important about Performance Management?

- Should be a primary focus.
- Represents a commitment to the organization's goals and objectives.
- Guides employee actions in support of goals and objectives.
- Provides written documentation to support employment actions.

# Performance Management

## Performance Management

Performance management is a systematic approach to evaluate the performance of employees in an organization.

# Performance Management

## Performance Goals

Short-term objectives set for specific duties or tasks in an employee's current job position. These goals are usually related to the overall organization goals or specific department goals. They help employees know what is expected of them in performing their jobs. To be effective, it is important that they are clearly defined and easy to measure.

# Performance Management

## Performance Expectations

The methods used in meeting the goals of a department's work plan.

# Performance Management

Let's discuss:

- Communication during a performance review.
- Using SMART goals in developing performance measures.
- A collaborative environment in developing performance goals.
- Your performance management system and possible changes that will improve your employees' effectiveness and efficiency.

# Performance Management

## The Process –

- Review the organization's strategic plan: Vision, Mission, and Values
- Focus on long term outcomes to operationalize the strategic plan.
- Review department goals & strategies that drive long term outcomes.

# Performance Management

- Review work plan: actionable items to achieve strategies, goals and long term outcomes
- Utilize standards of performance: evaluation tool to set employee expectations, track progress, measure success
- Adjust course on a continual basis



# Performance Management

## The Process -

- Must Be Collaborative
- Must Be Ongoing Throughout
- Must Be Open and Honest
- Must Be Specific



# Performance Management

## The Process - (cont'd)

- Supervisors need to communicate organizational goals
- Link organizational goals to individual and team performance
- Talk about how accomplishments support organizational goals
- Agree upon specific goals and discuss individual responsibilities

# Performance Management

## Goal Setting

Specify tasks based on job description

Set performance standards

Determine how to measure

Develop timelines

Prioritize goals

Evaluate performance

Performance Improvement Plan



# Performance Management

## The Importance of Goals

Have a direct effect on thoughts and actions

Focuses attention on goal-related factors

Controls energy expenditure

Creates commitment and motivation

# Performance Management

## SMART Goals

- **Specific**
- **Measurable**
- **Attainable**
- **Relevant**
- **Time-based**



# Performance Management

## General Scale

Volume of Work

Quality of Work

Reliability

Cooperation

Safety

Responsibility

Public Service

Meeting Changing Demands

Communication

Supervisors/Managers

Delegation

Motivation

Counseling/Appraising

Use of Resources

Analyzing/Improving Operations

Accomplishing Objectives

Data Collection/Usage

Fairness/Objectivity

# Performance Management

QUESTIONS