

NEW PERFORMANCE MANAGEMENT PLAN FORM

This presentation is a guide to provide you with a overview of the new Performance Management Plan (PMP) form and the Performance Management System.

Using your mouse, click the left button to scroll through the presentation. Please e-mail me at tstuckey@nccommerce.com with any questions.

NORTH CAROLINA DEPARTMENT OF COMMERCE

Performance Management, Career Development, and Performance Improvement Plan



Employee Name: <input style="width: 100%;" type="text"/> Job/Classification Title: <input style="width: 100%;" type="text"/> Position/Working Title: <input style="width: 100%;" type="text"/> Position Number: <input style="width: 100%;" type="text"/> Department: <input style="width: 100%;" type="text"/> Division/Commission: <input style="width: 100%;" type="text"/>		Supervisor Name: <input style="width: 100%;" type="text"/> Position Title: <input style="width: 100%;" type="text"/> Manager Name: <input style="width: 100%;" type="text"/> Position Title: <input style="width: 100%;" type="text"/> Work Cycle Dates: <input style="width: 100%;" type="text"/>
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Performance Management Work Plan


Performance	Performance Goals	Measures	Final Observations	Final Rating
	List Goals in order of importance	Quality, Quantity, Timeliness, Cost		
			<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
			<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
			<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
			<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
			<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>

Rating Scale Positions: U (Unsatisfactory), BG (Below Good), G (Good), VG (Very Good), O (Outstanding)

Critical Behaviors	Definitions	Final Observations	Final Rating
			<input style="width: 100%; height: 20px;" type="text"/>
			<input style="width: 100%; height: 20px;" type="text"/>
			<input style="width: 100%; height: 20px;" type="text"/>
			<input style="width: 100%; height: 20px;" type="text"/>

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Employee Name: <input type="text"/> Job/Classification Title: <input type="text"/> Position/Working Title: <input type="text"/> Position Number: <input type="text"/> Department: <input type="text"/> Division/Commission: <input type="text"/>		Supervisor Name: <input type="text"/> Position Title: <input type="text"/> : <input type="text"/> : <input type="text"/> : <input type="text"/> : <input type="text"/>
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Your performance goal is similar to your key responsibilities. These should be the results of the tasks that you perform daily. The goals should tie into the Work Unit Goals, Division Goals and ultimately to the Department/Commission Goals. You should have three to seven primary goals. Everything you do will not be listed on your PMP.


Performance	Performance Goals <small>List Goals in order of importance</small>	Quality, Q	Definitions	Final Rating
		Customer Service	<input type="text"/>	
		<input type="text"/>		<input type="text"/>
		<input type="text"/>		<input type="text"/>
		<input type="text"/>		<input type="text"/>
		<input type="text"/>		<input type="text"/>

Rating Scale Positions: U (Unsatisfactory), BG (Below Good), G (Good), VG (Very Good), O (Outstanding)

Critical Behaviors	Definitions	Final Observations	Final Rating
			<input type="text"/>
			<input type="text"/>
			<input type="text"/>
			<input type="text"/>

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The actual description of the goals are listed here, including the tasks and the measurements that will be used for your rating.


Performance Goals		Measures		Final Rating
List Goals in order of importance		Quality, Quantity, Timeliness, Cost		
Performance		Respond within 24 hours	<input style="width: 50px; height: 20px;" type="text"/>	<input style="width: 30px; height: 20px;" type="text"/>
			<input style="width: 50px; height: 20px;" type="text"/>	<input style="width: 30px; height: 20px;" type="text"/>
				<input style="width: 30px; height: 20px;" type="text"/>
				<input style="width: 30px; height: 20px;" type="text"/>
				<input style="width: 30px; height: 20px;" type="text"/>
				<input style="width: 30px; height: 20px;" type="text"/>

Rating Scale Positions: U (Unsatisfactory), BG (Below Good), G (Good), VG (Very Good), O (Outstanding)

Critical Behaviors	Definitions	Final Observations	Final Rating
			<input style="width: 30px; height: 20px;" type="text"/>
			<input style="width: 30px; height: 20px;" type="text"/>
			<input style="width: 30px; height: 20px;" type="text"/>
			<input style="width: 30px; height: 20px;" type="text"/>

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Performance Management Work Plan

Performance	Performance Goals	Quality, Quantity, or Cost	Observations	Final Rating
	List Goals in order of importance			
				<input type="text"/>
				<input type="text"/>
				<input type="text"/>
				<input type="text"/>
				<input type="text"/>

Critical Behaviors are currently known as Dimensions. The definitions are taken directly from the Dictionary of Dimensions which is located on the intranet on the Human Resources page. The behaviors or dimensions that are essential to the position are listed here.

Rating Scale Positions: U (Unsatisfactory), BG (Below Good), G (Good), VG (Very Good), O (Outstanding)

Critical Behaviors	Definitions	Final Observations	Final Rating
Teamwork	Solves team related problems with tact.		<input type="text"/>
			<input type="text"/>
			<input type="text"/>
			<input type="text"/>

Signatures and Comments

<i>Initial Review</i>		
Supervisor Signature:	Date:	Comments:
Employee Signature:	Date:	Comments:
Manager Signature:	Date:	Comments:




<i>Final Review</i>		
Supervisor Signature:	Date:	Comments:
Employee Signature:	Date:	Comments:
Manager Signature:	Date:	Comments:

The Supervisor, Manager, and employee signs and dates here for the Initial Review.

Performance Rating
VG O

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At the end of the cycle, your Supervisor will record a summary of their observations here.

Performance Management Work Plan


Performance	Performance Goals	Measures	Final Observations	Final Rating
	List Goals in order of importance	Quality, Quantity, Timeliness, Cost		
			<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
			<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
			<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
			<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
			<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>

Rating Scale Positions: U (Unsatisfactory), BG (Below Good), G (Good), VG (Very Good), O (Outstanding)

Critical Behaviors	Definitions	Final Observations	Final Rating
		<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
		<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
		<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
		<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>

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	List Goals in order of importance	Quality, Quantity, Timeliness, Cost		
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			<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
				<input style="width: 100%;" type="text"/>
				<input style="width: 100%;" type="text"/>
				<input style="width: 100%;" type="text"/>

The final rating is entered here for each goal.

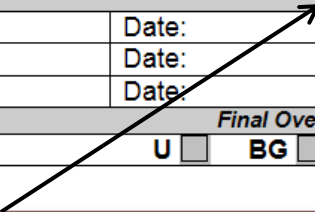
Rating Scale Position

Critical Behaviors	Definitions	Final Observations	Final Rating
			<input style="width: 100%;" type="text"/>
			<input style="width: 100%;" type="text"/>
			<input style="width: 100%;" type="text"/>
			<input style="width: 100%;" type="text"/>

Signatures and Comments

<i>Initial Review</i>		
Supervisor Signature:	Date:	Comments:
Employee Signature:	Date:	Comments:
Manager Signature:	Date:	Comments:

<i>Final Review</i>		
Supervisor Signature:	Date:	Comments:
Employee Signature:	Date:	Comments:
Manager Signature:	Date:	Comments:
<i>Final Overall Performance Rating</i>		
U <input type="checkbox"/>	BG <input type="checkbox"/>	G <input type="checkbox"/>
VG <input type="checkbox"/>	O <input type="checkbox"/>	



The Supervisor, Manager, and employee signs and dates here for the Final Review.

Signatures and Comments

<i>Initial Review</i>		
Supervisor Signature:	Date:	Comments:
Employee Signature:	Date:	Comments:
Manager Signature:	Date:	Comments:

<i>Final Review</i>		
Supervisor Signature:	Date:	Comments:
Employee Signature:	Date:	Comments:
Manager Signature:	Date:	Comments:
<i>Final Overall Performance Rating</i>		
U <input type="checkbox"/> BG <input type="checkbox"/> G <input type="checkbox"/> VG <input type="checkbox"/> O <input type="checkbox"/>		

The Final Rating is recorded here.

Signatures and Comments

<i>Initial Review</i>		
Supervisor Signature:	Date:	Comments:
Employee Signature:	Date:	Comments:
Manager Signature:	Date:	Comments:

<i>Final Review</i>		
Supervisor Signature:	Date:	Comments:
Employee Signature:	Date:	Comments:
Manager Signature:	Date:	Comments:
<i>Final Overall Performance Rating</i>		
U <input type="checkbox"/>	BG <input type="checkbox"/>	G <input type="checkbox"/> VG <input type="checkbox"/> O <input type="checkbox"/>

Any employee comments can be recorded here or you can write "see attachment" and use a separate page to type up your comments. You are responsible for making a copy for your supervisor and sending your comments to Human Resources.

PMP POINTS OF INTEREST

- ✘ New employees must have a Work Plan in place within the first 60 days of employment.
- ✘ Performance Appraisals cycle: Begins (opens) by May 31st, Interim Reviews are due in mid November, and ends (closes) by April 30th.
- ✘ Interim Reviews do not need a formal rating, just documentation of employee's strengths and areas where they may need some coaching.
- ✘ Evaluations levels are: Outstanding, Very Good, Good, Below Good, and Unsatisfactory.
- ✘ All work plans are written at the "Good" Level.
- ✘ If a employee exceeds the "Good" level (Very Good or Outstanding) you must have some supporting documentation to demonstrate it. If they are below the "Good" level (Below Good or Unsatisfactory), you must have counseling or disciplinary action to support it.
- ✘ Employees are encouraged to bring their own supporting documentation to the final meeting to assist in any discussion regarding the ratings.
- ✘ Employees separating from employment will need a final appraisal rating.
- ✘ Performance Appraisals and Work Plans should be conducted in a face-to-face meeting whenever possible.
- ✘ Supervisors will give the employee a copy of signed work plans and keep a copy for themselves, then send the original to Human Resources.
- ✘ Performance Management Plans are retained in Human Resources for 3 Years.
- ✘ When there is a change in supervision, the current Supervisor will close out the PMP and the new Supervisor will open a PMP. The new PMP may have the same goals as the old one.
- ✘ If you have any questions or concerns regarding the PMP process, please call Toni Stuckey at 733-2104