A Supervisor’s Introduction to GPS

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Agenda

1. What is GPS (as a Supervisor)?

2. How is GPS better for me (as a Supervisor)?

3. How do I use the system differently as a Supervisor?

4. Supervisor best practices!
What is GPS (as a Supervisor)?

The Goals & Performance System (GPS) is a performance management “system”.

Defined Meaningful Goals tied to Strategic Plan

Manage Your Employee’s Performance

Improve Performance

Establish a Performance Management Process
The Performance Management Process

<table>
<thead>
<tr>
<th>Steps</th>
<th>Timeline</th>
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<tr>
<td><strong>1. Set Goals</strong> <em>(Goal plans complete)</em>&lt;br&gt;Supervisor defines and cascades annual goals.</td>
<td>Due June 30</td>
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<tr>
<td><strong>2. Mid-Year Discussion</strong> <em>(Face-to-face with employee)</em>&lt;br&gt;Supervisor and employee review goals &amp; performance.</td>
<td>Due Dec 31</td>
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<td><strong>3. Year-End Evaluation</strong> <em>(Evaluation forms complete)</em>&lt;br&gt;Supervisor assesses employee performance.</td>
<td>Due June 30</td>
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<td><strong>4. Monitor Performance</strong>&lt;br&gt;Supervisor reviews employee development for future planning &amp; implements any performance improvement plans</td>
<td>Year round</td>
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Calendar Timeline

- **JUL 1** Evaluation Year Begins
- **DUE DEC 31** Mid Year Discussion
- **DUE JUN 30**
  - Evaluations
  - New Goals
How is GPS better for me (as a Supervisor)?

- **Efficiency**
  - Career Plans
  - Consistency
  - Rewards

- **Professional**
  - Clear Expectations

- **Visibility**

- Makes it **easier to complete evaluations and reduces paperwork**

- Creates **better understanding of evaluation standards** and helps identify the **top performers**

- Improves **development plans**

- Provides **visibility** into performance and goal status
How do I use the system differently as a Supervisor?
Step 1: Set Goals

What is it? A Goal Plan is a worksheet that tracks goals in one place.

How does it help? Ensures that everyone is moving forward on those things that are most important to the City, and that your development goals are included in the plan.

**Supervisor’s Role:**
1. Log in to GPS
2. Define your goals for the evaluation period with your supervisor
3. Create/Cascade goals to your employees!
4. Review goals & expectations with your employees.
5. Edit your goals status & completion % throughout the year.
6. Track your employees’ goal status via Dashboards.


**Smart Tip:**
Save your goals as a recurring Outlook calendar event and add additional tasks to Outlook tasks as needed.
How do I use the system differently as a Supervisor?  
Step 2: Mid-Year Discussion

What is it? A mid-year checkpoint between you and your employees.  
How does it help? Provides an opportunity for you and your employees to discuss progress, update priorities and identify development areas for the rest of the year.

**Supervisor’s Role:**

1. Log in to GPS and go to your Inbox to access the evaluation.  
2. Schedule a meeting with your employee and review their goal progress and performance to-date (coach & counsel).  
3. Add the date you met with your employee and add any comments to the evaluation form; provide specific examples wherever possible.

**Smart Tips:**

Use the Profile ‘Notes’ feature to capture your achievements throughout the year!
How do I use the system differently as a Supervisor?

Step 3: Year-End Evaluation

What is it? An assessment of your performance throughout the year. You and your employees will provide ratings and supporting commentary.

Supervisor’s Role:

1. Log in to GPS and go to your Inbox
2. Send your employees their evaluation for their comments and performance ratings.
3. Add your comments and rate the employee’s performance. Provide specific examples when possible.
4. Send the evaluation to your supervisor for approval.
5. Schedule a meeting with your employee to assess their performance.
6. Sign and complete the form.


Smart Tip:
The Writing Assistant helps save time at evaluation time by providing suggested text for different types of feedback!
How do I use the system differently as a Supervisor?

Step 4: Monitor Performance

What is it? A visual overview of goals and performance of employees.

How does it help? Opportunity to identify any rating trends as well as assess goals status throughout the year.

Supervisor’s Role:
1. Log in to GPS and go to Dashboards
2. Review available reports.

Taking the next step:
See the “Supervisor Reports Quick Guide” for a step-by-step guide on using dashboards.
Additional Resources

**Supervisor Quick Guides**
- Goal Setting
- Evaluation
- Reports

**Online Help**
- Video Tutorials
- Help
  - Supervisor Common Rating Errors
  - GPS Job Roles
  - Evaluation Competencies
  - Strategic Plan
  - Sample Goal Plan
  - Sample Evaluation
Performance Management

- **Talk Frequently**: Performance discussions should occur *throughout* the year, in addition to structured performance meetings. There should be no surprises at the year-end performance evaluations!
- **Provide Helpful Details**: There is ample room for text in the comments section. Enter detailed descriptions and examples where appropriate.
- **Keep Notes**: Use the ‘Notes’ feature to add comments and updates throughout the year.
- **Monitor Progress**: Use the ‘Dashboards’ (Reports) to maintain visibility into progress.

A Few Things to Keep in Mind as You Work:

- **Take Advantage of Online Help**: Refer to the GPS homepage for additional resources.
- **Be Aware of ‘Time outs’**: There is a 30 minute time out when you are using the form.
- **Click ‘Save’ Frequently** as you work through the form.
- **Print Anytime**: A form can be printed at any time by selecting the ‘Print’ button on the PMP Form Tools menu.
- **Form Management**: Supervisors should let the form ‘reside’ with the employee during non-review periods so that the employee can add comments and updates until they have reached mid-year review.
Supervisor Best Practices: Performance Meetings with Your Employees

- What to discuss during the meeting:
  - Goals & results against those goals
  - Competency strengths
  - Development needs
  - And the overall rating of the individual’s performance
- Own the messages you deliver, especially the tough ones
- Give your employee your full attention
- Make the meeting a conversation; both of you talk and listen
- Make sure you allow time to focus on the future, not just the past
- Collaboratively set future goals & expectations
- Discuss current job development and career development
- Be prepared
- Don’t rush
Questions & Answers