


# **Managing Performance at NVC**

**October, 2008**



# Today...

- Level Setting
  - Where Are We With Performance Management?
  - What Are the Challenges?
- 

# Why Manage Performance?

- ▶ To maintain employees that have knowledge, skills, and abilities to perform their job
- ▶ Foster employee development
- ▶ College mission & vision ...

*“Creating Opportunities for Success...”*

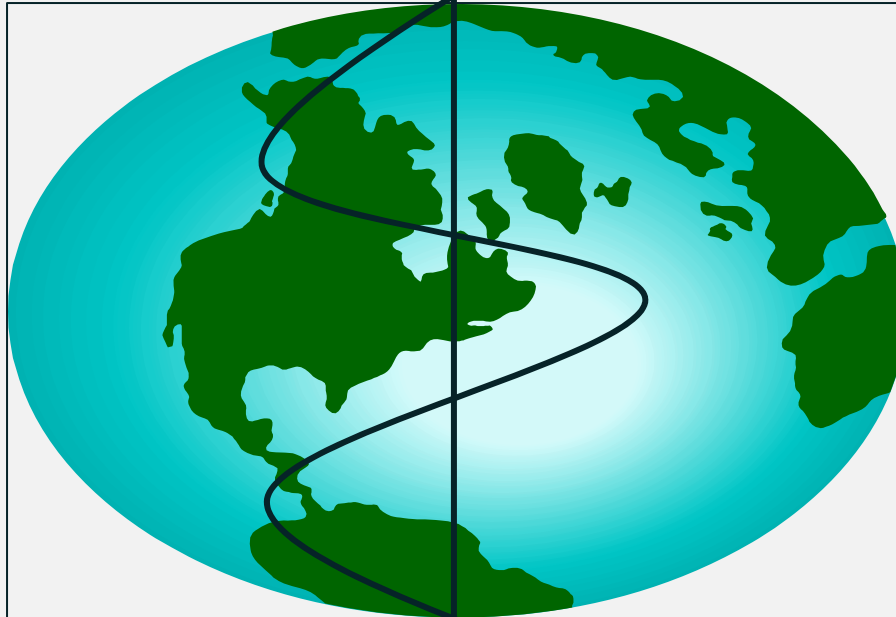


# Our Culture

**Processes**

**Mission  
Vision**

**Strategic Plan  
Goals/Objectives**




**NVC Values  
Standards of Behavior**


**ACCD General  
Performance  
Measures  
Standards of Behavior**

**People**

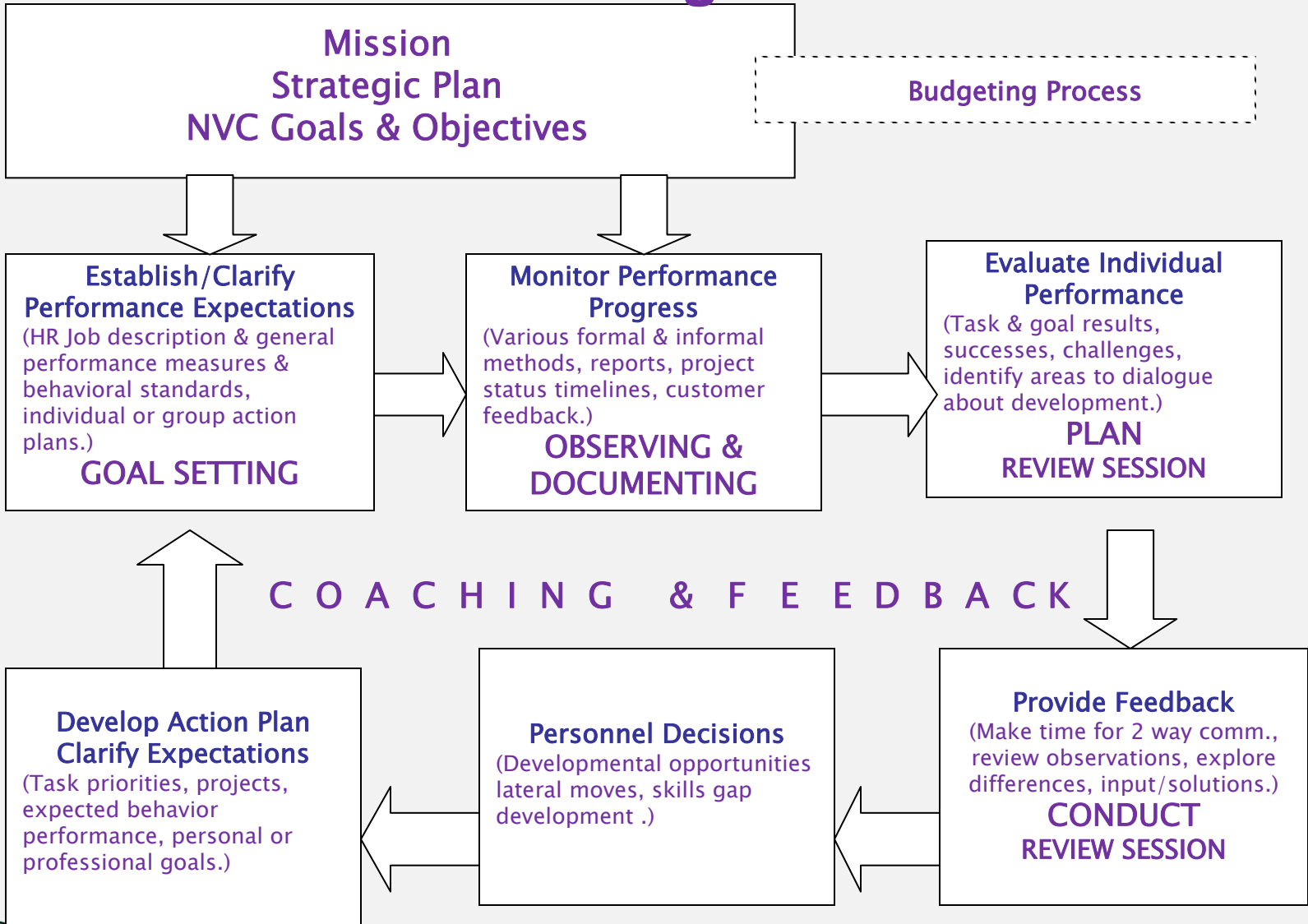
# What Employees Want to Know

- ▶ What's expected of me?
  - ▶ How well am I doing?
  - ▶ If I'm not doing well, what can I do to improve?
  - ▶ How can I get from "below" to "meets," and from "meets" to "exceeds"?
- 

# Components of Performance Management

- ▶ Goal Setting/Expectations
  - ▶ Observing/Documenting
  - ▶ Planning/Conducting Reviews
  - ▶ Evaluating the Performance
  - ▶ Coaching/Feedback
  - ▶ Begin Goal Setting/Expectation Setting Again
- 

# Performance Management Process



# ACCD/NVC Standards

## ▶ Key Task Performance Measures

(Set in place through HR job descriptions, standards from areas of practices, organizational goals and objectives.)

- Standards from areas of practice.
- Standards for task/project completion.
- Used on performance appraisal to rate work tasks & on action plans, they are seen as SMART goals.

## ▶ General Performance Measures

(Set in place through communication with boss, HR Employee policies, directives.)

- Standards of Conduct & Behavior
- Used on performance appraisal to rate general work attributes.
- Customer service, teamwork, work quality & reliability, organizing/planning/problem solving, communication, knowledge, initiative, and leadership.

# Remember...

- ▶ To help you in the Performance Management Process, remember to make **SMART** goals and have clearly defined objectives:
- ▶ Specific – clearly defined
- ▶ Measurable
  - Quality - how well/what value?
  - Quantity – how many/what number or frequency?
  - Cost – how much/what amount?
- ▶ Attainable – challenging yet achievable.
- ▶ Relevant – to strategy, the job position, and the person.
- ▶ Timely – within set time frames.

# Let's try one...

## Which is better and why?


Develop programs and student activities for college students.

Develop student activities for the fall semester that increases participation by 10% over the prior year participation.

# You try one....

- ▶ Recruit students and market college programs; attend college/job fairs and/or make presentations to student groups and/or the community.

# What Should be Happening Now....

- ▶ Employee reviewing last years task/goal accomplishments using individual action plan.
  - ▶ Employee is completing self- assessment using RAP, scheduled for dialogue with supervisor regarding work accomplishments, development and task goals.
  - ▶ Supervisor writes appraisal – due to E-Team member by Nov 10 and HR Nov 14.
  - ▶ Supervisor & employee will discuss action items for the upcoming year and get ready to develop or update IAP.
- 

# What would be “value added” development we could assist you with as...

- An employee
- A supervisor?
- For your employees?

If you want 1 year of prosperity – grow grain.  
If you want 10 years of prosperity – grow trees.  
If you want 100 years of prosperity – grow people!

*Chinese Proverb*