



Performance Management

A TOOL FOR COMMUNICATION

- Communication is key to any organization's success.
- Through the Performance Management process, the employee and the supervisor communicate progress, needs for improvement, goals, and overall excellence.
- The employee gains direction! The supervisor gains assurance!
- Performance management is key to success for everyone!

BE THE CHANGE YOU WISH TO SEE...

- Performance Management is not popular.
- Changing the culture around Performance Management requires everyone's buy-in.
- As an organization, we must commit to consistent Performance Management.
- Consistent Performance Management is consistent communication.

OUR PROCESS...

- Our process emphasizes engagement and communication as well as the Strategic Priorities and Guiding Values of the Strategic Plan.
- More...
 - Engagement of employees at the beginning of the performance evaluation process.
 - Engagement of all employees in establishing their performance goals.
 - Engagement of employees in understanding their roles within the context of the Strategic Plan.





EKU'S STRATEGIC PRIORITIES & GUIDING VALUES ARE UNIVERSALLY APPLICABLE

STRATEGIC PRIORITIES

Knowledge
Innovation
Transformation

GUIDING VALUES

- Inclusion
 - Employee engagement
 - Hospitality
 - Professional Growth
 - Celebration
- Trust
 - Consistency
 - Communication
 - Accountability
 - Efficiency
 - Leadership/Teamwork

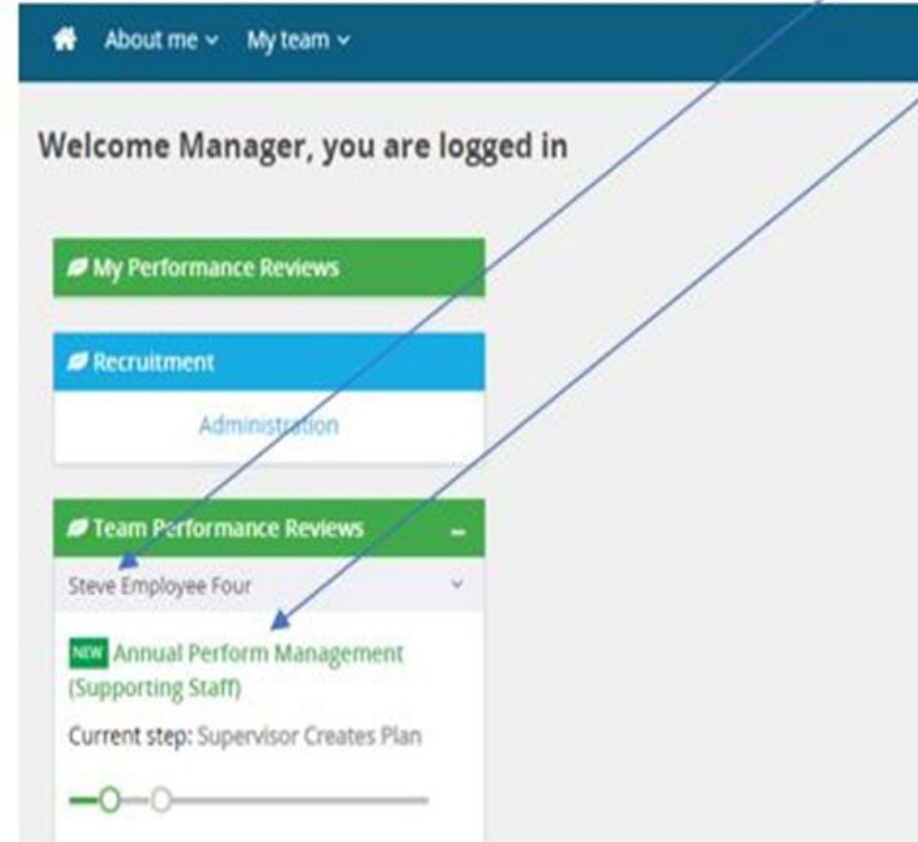


PERFORMANCE EVALUATION

- At launch the formal process begins and supervisors will receive notification via email by the system.
- All supervisors are invited to enter **Goals & Objectives** into the system for their employees.
- Performance Evaluations are due in May.

PERFORMANCE EVALUATION PROCESS

- Supervisors will receive a link via email when it's time to establish goals for the evaluation period.
- The link takes you to the main page.



STEP-BY-STEP...

Steve Employee Four - Annual Perform Management (Supporting Staff)

Start Strategic Priorities Guiding Values Goals & Objectives Next steps

Actions ▾

Welcome to the **next stage** of EKU's performance management process!

At this time your employee should have completed their **Employee Awareness Profile** assessment and together you and your employee should have reviewed this assessment, focusing on the University's Strategic Priorities and Guiding Values as well as how your employee plays a critical role in strengthening these priorities and values in pursuit of excellence for themselves and for the University.

The next phase of the performance management process is **establishing goals** with your employee for the coming evaluation period (the current academic year). Critical to managing your employee's performance and fostering their excellence is setting thorough goals and objectives. If you're ready to begin building goals, **click on the "Goals & Objectives" tab above**. You're encouraged to **review the University's Strategic Priorities and Guiding Values** beforehand (simply click on those tabs as needed). Remember, as you're building your goals **save your work** so you don't lose your progress.

If you have any questions or need any assistance, please contact your Human Resources Business Partner.

Good Luck planning!

Next →

REVIEW PRIORITIES AND VALUES, THEN ESTABLISH GOALS

Steve Employee Four - Annual Perform Management (Supporting Staff)

Start > Strategic Priorities > Guiding Values > **Goals & Objectives** > Next steps

Goals & Objectives ✓ Saved Actions ▾

In this section the supervisor and employee **establish goals** for the employee to pursue during the evaluation period (the current academic year). These goals are determined by discussion between the employee and supervisor. The supervisor will enter the agreed-upon goals below. At the conclusion of the evaluation period, the supervisor will rate their employee's efforts toward achieving these goals as well as the employee's efforts toward satisfying the University's Strategic Priorities and Guiding Values. Once the supervisor has established goals for the employee, the goals will be forwarded to the employee for their acknowledgment.

To enter a goal, the supervisor must click "Add goal" below.

Items to remember when setting goals for employees:

- Goals should encourage employee **EXCELLENCE**.
- Goals should be SMART, meaning **Specific, Measurable, Attainable, Realistic**, and **Time-Oriented**.
- Goals should include the **DUE DATE** or **TIMELINE** within the goal description so the employee will know when completion is expected.
- Employee should participate in drafting the goals.
- There should not be too many goals or too few (a suggested number is three-to-five SMART goals).
- Goals should encourage the employee to stretch, not to just satisfy general job expectations.
- The supervisor should review their employee's **Employee Awareness Profile** and incorporate their training and developmental requests.

THREE GOALS ARE RECOMMENDED

Goals & Objectives ✓ Saved Actions ▾

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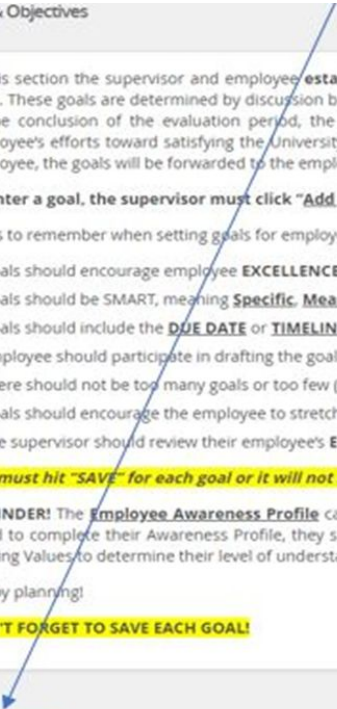
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You must hit "SAVE" for each goal or it will not save it.

REMINDER! The **Employee Awareness Profile** can be found in the same area as this Performance Management Process. If an employee has failed to complete their Awareness Profile, they should either be reminded to complete it or given an overview of the Strategic Priorities and Guiding Values to determine their level of understanding or need of development.

Happy planning!

DON'T FORGET TO SAVE EACH GOAL!

➤ Add Goals

EMPLOYEE ACKNOWLEDGES GOALS



- Once you have established performance goals for your employee, your employee will be asked by the system to acknowledge these goals.
- You'll be prompted for a mid-year check-in.



CONCLUDING THE PROCESS

- At the conclusion of the evaluation period, you will assess your employees' performance in accordance with the Strategic Priorities and Guiding Values of the Strategic Plan as well as their goal achievement.

SAMPLE:

Accountability

The employee should take responsibility for all work activities and personal actions; should follow through on commitments; should implement decisions that have been agreed upon; should maintain confidentiality with sensitive information; should acknowledge and learn from mistakes; and should recognize the impact of their behaviors on others.

John Dixon



Not rated

Add comment

There are no comments for this goal.

Efficiency

The employee should demonstrate the following: completion of assignments to established quality standards; accuracy; neatness; thoroughness of work; compliance with established work, health and safety rules; the ability to manage assigned workload; the ability to effectively establish and manage priorities; and, consistency, productivity and timeliness in completion of work.

John Dixon



Not rated

Add comment



NEXT-LEVEL REVIEW

- This stage is for the next-level supervisor to check the employee's progress, to encourage a better understanding of their unit, and to provide opportunity for feedback.





OFF-CAMPUS EMPLOYEES

- Consider their primary work location.
- Teleworking Employee: Recommended that the evaluation be completed on-campus.
- Remote Employees: Not necessary that a remote employee be called to campus for their evaluation.

GOAL-SETTING BASICS

- Set three goals for the evaluation period.
- Goals should be **SMART**
 - **Specific** (What do you want to see?)
 - **Measurable** (How will you evaluate completion?)
 - **Achievable** (Is the success possible?)
 - **Relevant** (Does the goal make sense?)
 - **Time-bound** (When is completion necessary?)

DON'T OVERTHINK YOUR GOALS

- Effective goals do not have to be complicated...
 - Example: Please identify two customer service trainings available to you on campus and complete those trainings by March 1, 2025
 - Example: Please establish a one-on-one schedule with your direct reports and consistently maintain that schedule from the beginning of the evaluation period through completion. Provide notes and progress reports to your next-level supervisor.



ACCOUNTABILITY

EKU's renewed focus on performance management is key to our success. This is a **mandatory process**, but Human Resources is here to assist you in any way possible.



THE FUTURE IS BRIGHT

- Let us know how it's going, what works, and what doesn't.
- As part of this process, please work with HR to begin reviewing the relevant job descriptions in your area.

CALL TO ACTION

- Please notify your area teams that this process is coming.
- This process is essential
- Meet with your teams and establish expectations.
- Need help? Reach out to HR.



QUESTIONS?

EKU.HUMAN.RESOURCES@EKU.EDU

OR FIND YOUR HRBP AT

HTTPS://WWW.EKU.EDU/IN/HR/

