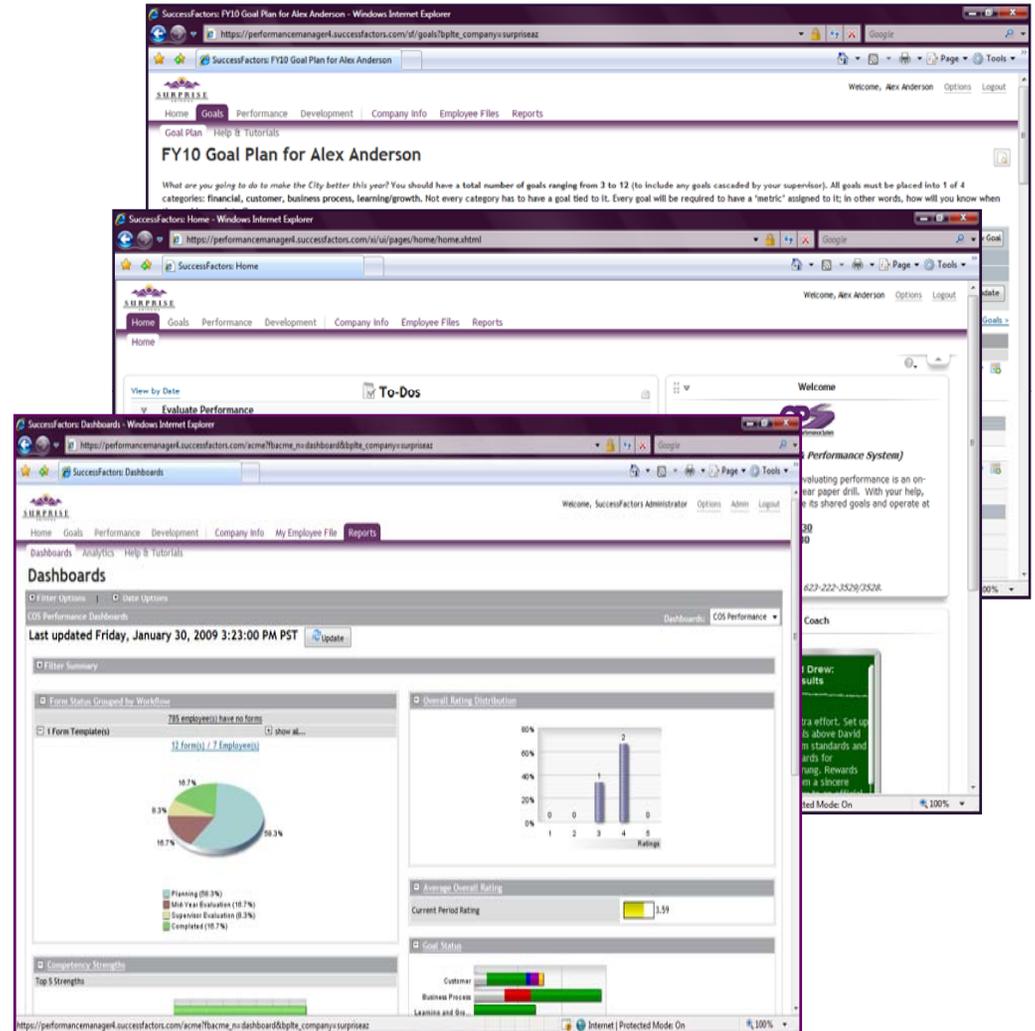


A Supervisor's Introduction to GPS

- *Goals & Performance System*
- hrgps@surpriseaz.com
- *Maria Alas x23528*
- *Darcy Lewis x23529*

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”.

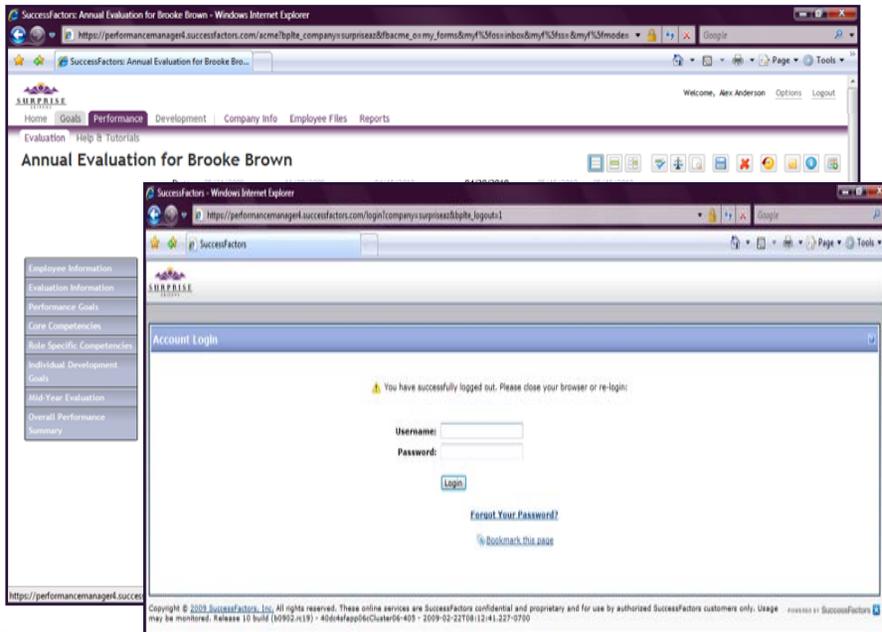
Designed to help you...

Define Meaningful Goals tied to Strategic Plan

Manage Your Employee's Performance

Improve Performance

Establish a Performance Management Process



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

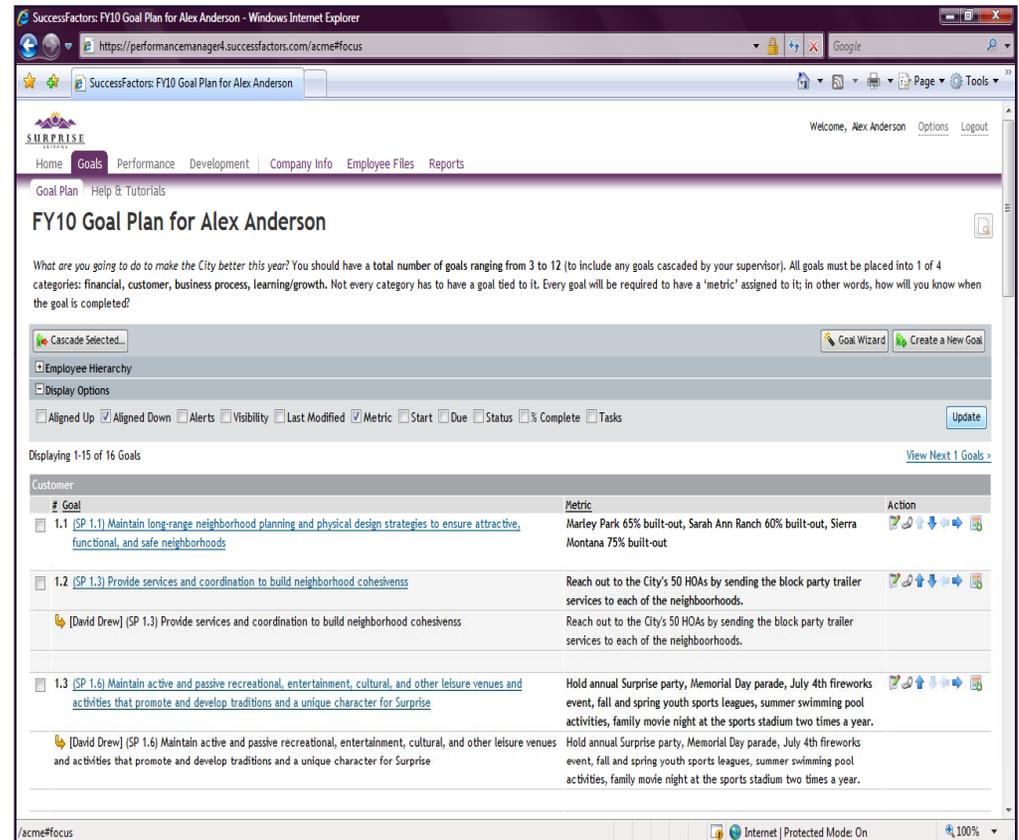
What is it? A Goal Plan is worksheet that tracks goals in one place.

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**

Taking the next step: See the 'Supervisor Goal Setting Guide' for a step-by-step guide.



#	Goal	Metric	Action
1.1	(SP 1.1) Maintain long-range neighborhood planning and physical design strategies to ensure attractive, functional, and safe neighborhoods	Marley Park 65% built-out, Sarah Ann Ranch 60% built-out, Sierra Montana 75% built-out	
1.2	(SP 1.3) Provide services and coordination to build neighborhood cohesiveness	Reach out to the City's 50 HOAs by sending the block party trailer services to each of the neighborhoods.	
	[David Drew] (SP 1.3) Provide services and coordination to build neighborhood cohesiveness	Reach out to the City's 50 HOAs by sending the block party trailer services to each of the neighborhoods.	
1.3	(SP 1.6) Maintain active and passive recreational, entertainment, cultural, and other leisure venues and activities that promote and develop traditions and a unique character for Surprise	Hold annual Surprise party, Memorial Day parade, July 4th fireworks event, fall and spring youth sports leagues, summer swimming pool activities, family movie night at the sports stadium two times a year.	
	[David Drew] (SP 1.6) Maintain active and passive recreational, entertainment, cultural, and other leisure venues and activities that promote and develop traditions and a unique character for Surprise	Hold annual Surprise party, Memorial Day parade, July 4th fireworks event, fall and spring youth sports leagues, summer swimming pool activities, family movie night at the sports stadium two times a year.	

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.

SuccessFactors: Annual Evaluation for Brooke Brown - Windows Internet Explorer

https://performancemanager4.successfactors.com/acme/bplte_company=surpriseaz&fbacme_o=my_forms&myf%3foss-inbox&myf%3fss=&myf%3fmode=

Welcome, Alex Anderson Options Logout

Home Goals Performance Development Company Info Employee Files Reports

Evaluation Help & Tutorials

Annual Evaluation for Brooke Brown

Due: 05/31/2009 11/30/2009 04/15/2010 **04/30/2010** 04/30/2010 05/15/2010 05/15/2010

Planning complete → Mid-Year Complete → Self Evaluation Complete → **Supervisor Evaluation** → 2nd Level Supervisor Approval → Discussion → Employee signs → Completed

Send To Brooke Brown Move to next step

Employee Information	Employee Information
Employee Information	Last Name: Brown
Evaluation Information	First Name: Brooke
Performance Goals	Title: VP Sales
Core Competencies	Department: N/A
Role Specific Competencies	Supervisor: Alex Anderson
Individual Development Goals	Evaluation Information
Mid-Year Evaluation	Originator: Alex Anderson
Overall Performance Summary	Review Period: 07/01/2008 - 06/30/2009
	Due Date: 06/30/2009
	Performance Goals
	This section should have a minimum of 3 goals and a maximum of 12 goals (to include any goals cascaded by your supervisor). All goals must be placed into 1 of 4 categories: financial, customer, business process, learning/growth. Not every category has to have a goal tied to it. Every goal will be required to have a 'metric' assigned to it; in other words, how will you know when the goal is completed?
	4.1 (SP 2.1) Maintain a diverse business base, ranging from small business start-ups to large corporate facilities less detail more detail
	Category: Financial
	Goal: (SP 2.1) Maintain a diverse business base, ranging from small business start-ups to large Metric: Send at least 30 recruitment proposals to businesses in the following industries: medical.

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.

Taking the next step: See the 'Supervisor Evaluations Quick Guide' for a step-by-step guide.

The screenshot shows the SuccessFactors Annual Evaluation interface for Ian Iverson. The browser title is "SuccessFactors: Annual Evaluation for Ian Iverson - Windows Internet Explorer". The URL is "https://performancemanager4.successfactors.com/acme?bplte_company=surpriseaz&fbacme_o=my_forms&myf%5foss=fdx&myf%5fss=Un%2dFiled&myf%5f...". The page header includes "Welcome, Alex Anderson" and "Options Logout". The main navigation menu has "Home", "Goals", "Performance", "Development", "Company Info", "Employee Files", and "Reports". The "Performance" tab is active, showing "Annual Evaluation for Ian Iverson". A progress bar indicates the evaluation process: Planning complete (05/31/2009), Mid-Year Complete (11/30/2009), Self Evaluation Complete (04/15/2010), Supervisor Evaluation Complete (04/30/2010), Discussion (04/30/2010), Discussion Complete (05/15/2010), Employee signs (05/15/2010), and Completed. A "Send Copy" button is visible. The left sidebar contains a navigation menu with "Employee Information", "Evaluation Information", "Performance Goals", "Core Competencies", "Role Specific Competencies", "Individual Development Goals", "Mid-Year Evaluation", "Overall Performance Summary", and "Signatures". The main content area displays "Employee Information" for Ian Iverson (Director Engineering, Supervisor: David Drew), "Evaluation Information" (Originator: David Drew, Review Period: 01/12/2009 - 02/11/2009, Due Date: 02/11/2009), and "Performance Goals" (Customer category, Goal: (SP 1.3) Provide services and coordination to build neighborhood cohesiveness, Metric: Spearhead a quarterly 'clean-up your neighborhood' initiative).

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?

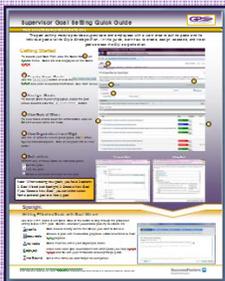
Step 4: Monitor Performance

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

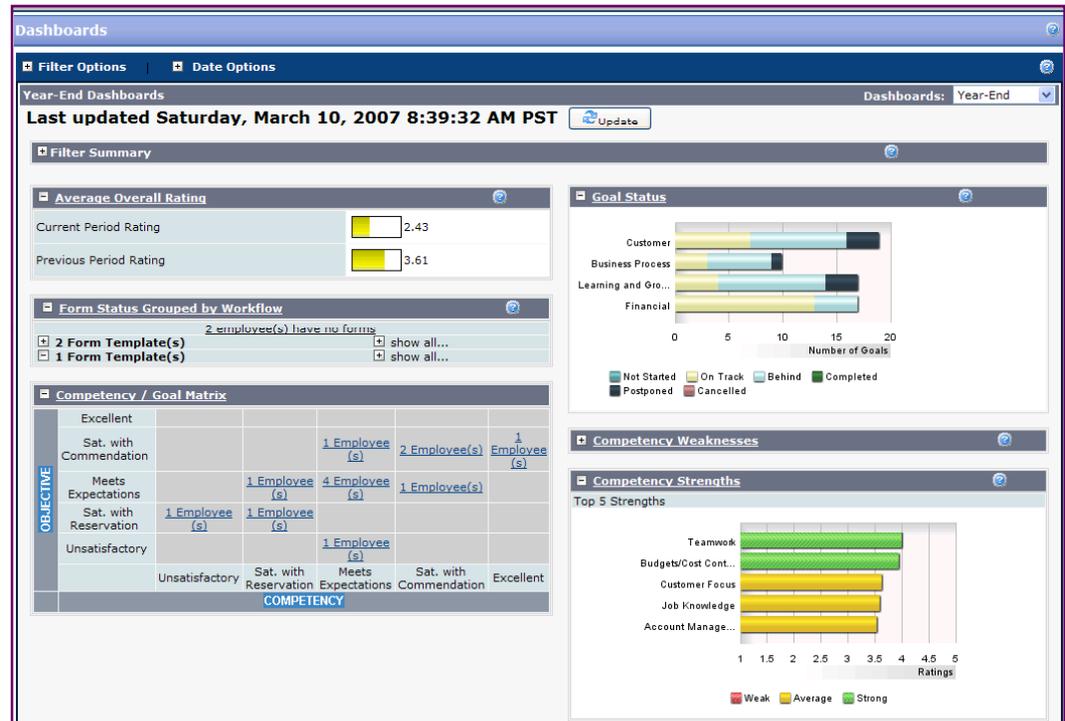
How does it help? Opportunity to identify any rating trends as well as assess goals status throughout the year.

Supervisor's Role:

1. Log in to GPS and go to Dashboards
2. Review available reports.



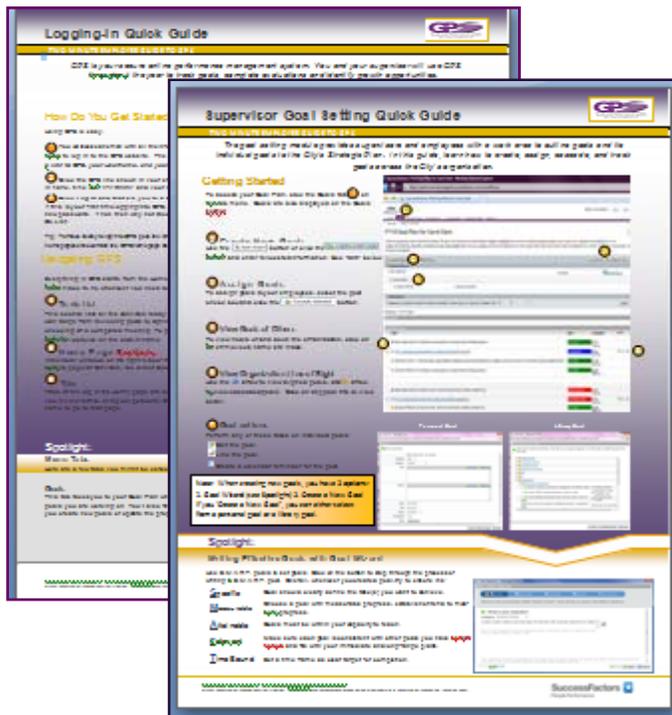
*Taking the next step:
See the 'Supervisor Reports Quick Guide' for a step-by-step guide on using dashboards.*



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

Supervisor Best Practices: Your Employee's Performance

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

