Agenda

- Performance Excellence at the University of Alaska
- What Great Supervisors Do
- Effective Communication Skills
- Before You Start
- Review Cycle
- Supervisor – End of Review Rating
- Employee Acknowledgment
Performance Excellence at UA

- Promotes a focus on **goals, competencies, and development**
- Create a **shared understanding** of performance & expectations
- **Based on feedback** over the last year, **changes have been made**
- Review **can be done multiple times** throughout the year
- **Either** the employee or the supervisor **can initiate**
- **Supervisor’s focus is to coach** and provide tools to increase performance
- **Fosters listening** to the employee and understanding their needs to enhance their effectiveness
What Great Supervisors Do

- They **select for talent** - not just for experience, intelligence, or determination
- When setting expectations they **define the right outcomes** - not the right steps
- When motivating someone they **focus on strengths** - not on weaknesses
- When **developing an employee** they help them **find the right fit** - not simply the next rung on the ladder
- They consider **job competency and behavior**
  - Employee demonstrates their effectiveness in relation to their job duties
  - Employee is accountable for their behavior
Effective Communication Skills

- Listen to understand - **until they feel you understand**
- Use **empathetic listening** if you hear emotion
- Ask “**What decisions did we make?**”
- Make sure the **institution/team’s goals match** the employee’s **job goals**
- **Work together** to develop a path forward
Before You Start

Focus on
- Performance period **goals**
- Identify areas of **strength**
- Choose one or more areas to **develop**

Consider the S.M.A.R.T. approach when setting goals
- **Specific** (simple, sensible, significant)
- **Measurable** (meaningful, motivating)
- **Achievable** (agreed, attainable)
- **Relevant** (reasonable, realistic and resourced, results-based)
- **Time bound** (time-based, time limited, time/cost limited, timely, time-sensitive)
Review Cycle

START
- Start the Review
- Discuss Competencies & Set Goals

PERFORMANCE PERIOD
- Tracking Progress

END
- Employee – End of Review Rating
- Supervisor – End of Review Rating
- Employee Acknowledgment – Completes the review cycle
Start the Review

➤ Go to https://www.alaska.edu/myua/

➤ Click on myUA Employee Services Dashboard

➤ Use your Single Sign On (SSO) UA username and password to log in
myUA

CLICK HERE

myUA Employee Services Dashboard

myUA Recruitment Module
Create a New Review

➢ Click on Create

➢ Select “Performance review”
Select Review Type

- Review **start date will auto-populate**

- Review Process: Select Performance Review
  - If non-supervisory staff **select NEW Non-supervisor** Performance Review
  - If you are a supervisor **select NEW Supervisors** Performance Review

- Review **end date will auto-populate** with the end of the fiscal year (June 30, YEAR)

- “Include **job duties from position** description?” is **defaulted** to populate.

- **Click “Save”**
New: Performance review

Review start date: 29 Jan 2019

Review process: Select

Review end date: [dd mmm yyyy]

Employee: [name]

Manager: [name]

Classification Title: Administrative Specialist 2

Include job duties from position description?
Start Pages & Job Duties

- The “Start” page for each phase (below) provides instructions on what is needed
  - Discuss Competencies & Set Goals
  - Performance Period – Track Progress
  - Employee – End of Review Rating
  - Supervisor End of Review Rating
  - Employee Acknowledgement
  - Complete (No page)

- If job duties do not auto-populate, contact your HR office.

- Any changes made to the job duties in the performance review must be submitted to your HR office to update your position description.
Start Your Performance Review

Hello [Name],

As a University of Alaska (UA) employee, you are an essential team member in meeting UA's goals and mission to increase our impact on the State of Alaska through higher education. It's about your ability to best serve our students and community.

To begin your review, meet with your supervisor to discuss the UA performance competencies and set your performance period goals.

What do I need to do?

1. Click "Next" and review your job duties. Consider the job competencies and how they relate to your position and job duties.*
2. On the "Goals & Discussion" tab, work with your supervisor to answer each question and plan your goals for the period. If the goals change during the performance period you can add information, as needed, during the next phase "Performance Period - Track Progress" to discuss with your supervisor at the end of the cycle.
3. With your supervisor, identify areas of strength and choose one or more areas to develop. Professional development training is available in the myUA e-Learning Library and can be linked to your development plan.
4. Confirm that your required training is complete or will be completed.

*The breadcrumb trail at the top of the page (Start>Job Duties>Job Competencies>Goals & Discussion...) will remain constant for the entire process, but the Start page for each phase is different.
These are the job duties from the employee's Position Description.

Item title

<table>
<thead>
<tr>
<th>Title</th>
<th>Measure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training Coordinator:</td>
<td></td>
</tr>
<tr>
<td>Communications and Outreach for Assigned Projects:</td>
<td></td>
</tr>
</tbody>
</table>
Discuss Competencies

➤ Schedule a **face-to-face** meeting

➤ Performance has two factors
  ◦ Job **duties** — **WHAT** the employee is hired to do
  ◦ Job **competencies** — **HOW** the employee completes their job duties

➤ **Review** and **discuss** the job duties and how the competencies relate to the duties

➤ **Supervisor** review has a "**Leadership**" competency
Job Competencies Review & Discussion

Below are the performance competencies by which every University of Alaska employee is evaluated. The competencies are used to evaluate how effective an employee is in their job duties.

 Dependability

Measure

• Is punctual in attending work, meetings, and appointments
• Is reliable and follows through on commitments
• Completes assignments and meets commitments and deadlines

 Collaboration

Measure

• Interacts effectively with a wide diversity of individuals and work styles
• Includes other employees and departments as needed for better results
• Resolves conflict productively for long-term effective relationships
Discuss & Set Goals

- Goals & Discussion
  - Questions in this section are designed to facilitate the conversation
  - Consider using the S.M.A.R.T. approach

- Responses are required under “Measure”

- Goals can be added (university specific, etc.) at the end of the page

- Supervisor Performance Review has an additional item re: direct report performance
Goals & Discussion

The questions in this section are designed to facilitate the employee-supervisor conversation throughout the performance cycle. During these conversations focus on performance period goals, identify areas of strength, and choose one or more areas to develop. It may be helpful to consider the S.M.A.R.T. approach (outlined below) when setting goals.

- Specific (simple, sensible, significant)
- Measurable (meaningful, motivating)
- Achievable (agreed, attainable)
- Relevant (reasonable, realistic and resourced, results-based)
- Time bound (time-based, time limited, time/cost limited, timely, time-sensitive)
Training and Development

➢ Required Training
  ◦ Make sure UA required training is scheduled or complete
  ◦ Additional mandatory training may be assigned based on job requirements

➢ Professional Development
  ◦ Discuss where the employee would like to focus professional development efforts during the review period
  ◦ Supervisors are there to support employees achieving their goals
Mandatory Training

The University is committed to a safe, positive and respectful work environment for our faculty, staff and students. There are four required training all UA employees must complete through the myUA employee e-Learning library (labeled as "MANDATORY").

1. Illness and Injury Prevention (One time)
2. Hazard Communication (One time)
3. Anti-bullying in the Workplace (One time)
4. Title IX Training (Annually by October 1st)*

*Per Voluntary Resolution Agreement that the University entered into with the Department of Education Office for Civil Rights.

Additional Training Opportunities

You are encouraged to explore additional training and education opportunities available in the library to increase your professional and personal development. You can add them to your development plan below to be discussed with your supervisor.

Professional Development

Where would you like to focus your professional development efforts in the next year?
Training and Development

- Employees and supervisors can see what training is:
  - In Progress/Upcoming
  - Completed
  - Pending approval

- Training can also be assigned through the learning library by clicking [Add]
<table>
<thead>
<tr>
<th>In progress / Upcoming</th>
<th>Completed</th>
<th>Pending approval</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>In progress:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>There are no items to show</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Booked:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>▼ Green Dot Bystander Training</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Suggested:**

There are no items to show

ADD TRAINING MODULES HERE
Training and Development

- The training will show as “Booked”
  - When adding training, the employee or supervisor can add comments, outcomes, etc.
  - The training will remain in the review throughout the performance period unless removed.
  - There is also an option to make the training “mandatory”
## HR 101 for New Managers

HR 101 is a 5000 foot view of the key HR components that you need to know about Human Resources. We provide concise, understandable, and practical information to assist with daily HR duties and responsibilities.

<table>
<thead>
<tr>
<th>Planned action steps</th>
<th>Desired outcomes</th>
<th>Intended completion date</th>
<th>Supporting documents</th>
<th>Mandatory learning activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>List the actions you will take to achieve your objective. Ensure that these actions are specific, measurable, achievable, realistic and timebound.</td>
<td>What outcomes do you hope to achieve as a result of your planned action steps? Set a timeline for completion. Also consider how you will track ongoing progress, and by which measures you will assess your development.</td>
<td>dd MMM yyyy</td>
<td>Upload document</td>
<td></td>
</tr>
</tbody>
</table>
Moving to Performance Period

- In order to move to the performance period, both the employee and supervisor will need to confirm they approve the “Discuss Competencies & Set Goals” phase.

- An email will be sent to the supervisor.

- There is an opportunity to revoke the approval if more discussion time is needed or if you accidentally approved.
This completes the first phase of your review - "Discuss Competencies & Set Goals". The remaining phases are:

- Performance Period - Track Progress
- Employee End of Review Rating
- Supervisor End of Review Rating
- Employee Acknowledgment

After you and your supervisor approve this first phase, the review will move to the "Performance Period - Track Progress" phase. The performance period is what you and your supervisor agree upon (i.e. quarter, bi-annual, annual). During the "Performance Period - Track Progress" phase note your achievements, accomplishments and how you are meeting your goals until your next meeting. You can either directly add/link items to the review, or you can link journal entries from your myUA employee dashboard.
Performance Period – Track Progress

- Employee and supervisor should **meet regularly during the performance period**
  - Document achievements and any goal changes/updates with **journal entries**
  - **Add** professional **development** training, experience, etc. to the review as needed
  - If **changes** were made during the period, it will be **noted in the confirmation box on the “Next steps” tab**

- To go to the “Employee – **End of Review Rating**” phase, **click “Go to next step”**
Once the performance period is complete either you or your supervisor can move to the "Employee - End of Review Rating" phase by clicking "Go to next step". In that phase, you will rate your performance as you determined it to be during the review period. Your supervisor is unable to view your rating until the review is moved to the "Supervisor - End of Review Rating" phase. Your supervisor will then have a chance to provide ratings after you submit yours.
End of Review Rating

- Employee and supervisor are able to rate employee’s performance
  - *Supervisors* are *not able to view* employee’s ratings *until* the review is moved to the “*Supervisor – End of Review Rating*” phase
  - *Employees* are *not able to view* supervisor’s ratings *until* the “*Employee Acknowledgment*” phase

- Provide comments
  - If an employee earns a “*Needs Improvement*” rating, provide an action plan to address the rating. HR consultants are available if assistance is needed.
 Dependability

- Is punctual in attending work, meetings, and appointments
- Is reliable and follows through on commitments
- Completes assignments and meets commitments and deadlines

Collaboration

- Interacts effectively with a wide diversity of individuals and work styles
- Includes other employees and departments as needed for better results
- Resolves conflict productively for long-term effective relationships

There are no comments for this goal.
Employee Acknowledgment

- Once the ratings are complete, the supervisor and employee should **meet to discuss the final review**
- Employee acknowledgment only confirms that the performance cycle is complete.
Resources

- UAA Human Resources (907) 786-4608
- UAF Human Resources (907) 474-7700
- UAS Human Resources (907) 796-6273
- Statewide Human Resources (907) 450-8200
- Email us at ua-swhr@alaska.edu
- Find this PDF at
  - https://alaska.edu/hr/ under “What’s New”
  - https://www.alaska.edu/myua/ under “Performance Evaluation Guide”

Thank you!