

TTUHSC Performance Management (Jan-Feb 2011)

Fundamentals

What is Performance Management?

“The process of linking the work of each employee to accomplish the HSC mission while striving to achieve the performance and rewards both the supervisor and employee desire.”

Performance management focuses on the supervisor's basic responsibility... *Encouraging results through the efforts of other individuals.*

Why do we do Performance Management (and performance evaluations) at TTUHSC?

HSC OP 70.12 - Performance Management – Current Policy

General Policy

Each administrator is charged with responsibility for the development and communication of job standards and other work criteria to the employees under the administrator's charge.

Annual performance evaluations are due during the month of February. Performance evaluations are also to be completed:

- After Initial 6-months of employment
- 3-months after NI (Overall)
- 3-months after a “1” on a job function
- As needed...

Administrative officers will review with each reviewer the process used for determining the merit of each staff member’s performance in order to insure that performance appraisals are conducted without regard to an employee’s race, color, religion, sex, age, disability, national origin, Vietnam Era or Special Disability Veteran status, genetic information, or refusal to submit to genetic testing.

5-Phases of PM

- **Phase 1: The Preparation Phase**
 - Accurate PDQ
 - Performance Records
 - Frequent Feedback (Reduces SURPRISES!!!)

- **Phase 2: The Rating Phase**
 - Review PDQ
 - Review Performance File
 - Follow Checklist
 - Complete Performance Management Instrument

- **Phase 3: The Administrative Review Phase**
 - Leveling Agent
 - Supervisory Mentoring

- **Phase 4: The Evaluation Conference (Appraisal Interview) Phase**
 - Feedback to employee
 - Feedback from employee
 - **Forward signed copy to HR/Include a new (signed) confidentiality statement.**

- **Phase 5: The Follow-Up Phase**
 - Implementation
 - Communication
 - Preparation for next annual evaluation

Changes & Improvements for 2011 PM Process

Background

- Current PM process has been in place for many years
- Early 2010: HR initiated a review of the current process
- April-May 2010: Institutional PM survey/focus groups
- July 2010: PM Task Force established
- December 2010: Changes approved by PEC
- Currently: PM changes being finalized

Improvements/Changes

– A **NEW** Philosophy:

PM Philosophy Statement: *Texas Tech University Health Sciences Center (TTUHSC) recognizes all employees as essential to the institution’s overall success. This success is achieved by fostering a work environment in which employees are empowered to perform to the best of their abilities. To facilitate such an environment, TTUHSC is committed to a performance management system that:*

- ❖ *Aligns the efforts of supervisors and employees with TTUHSC’s mission and vision;*
- ❖ *Promotes accountability in performance assessment;*
- ❖ *Operates with consistency, equity, and transparency;*
- ❖ *Recognizes the talents, fosters the development, and optimizes the performance of all employees;*
- ❖ *Encourages effective communication between supervisors and employees and*
- ❖ *Rewards excellent performance.*

TTUHSC believes that effective performance management is an ongoing process. Therefore, all employees are expected to incorporate the performance management process as an integral part of the daily work environment at TTUHSC.

- Policy and “Supervisors” Guide to be updated.
- PM/Evaluations required for all benefits eligible employees (.5 FTE and above)
- Employee Self Assessment/Form
- Updated PDQ and Evaluation Form
- PDQ and Evaluation Form linked electronically (PDQ populates Evaluation form)

Evaluation Form Changes:

– Competencies for Organizational Excellence (Universal):

ACCOUNTABILITY	JOB KNOWLEDGE
ADAPTABILITY	JUDGEMENT/DECISION MAKING
COMMUNICATION (ORAL AND WRITTEN)	PROFESSIONALISM
COMPLIANCE	QUALITY OF WORK
DEPENDABILITY	QUANTITY OF WORK
DIVERSITY/INCLUSION	SERVICE FOCUS
INITIATIVE	STEWARDSHIP
INTEGRITY/HONESTY	TEAMWORK
INTERPERSONAL SKILLS	WORKPLACE SAFETY

