

State of Ohio

HCM 9.1 Upgrade

ePerformance Training Course Catalog

TABLE OF CONTENTS

1	What Training Do I Take and When?	2
2	ePerformance System Training Courses.....	2
	Registration	2
	Courses for All Employees	3
	Courses for Supervisors and Managers.....	4
3	ePerformance Soft Skills Non-System Training Courses	6
	Registration	6
	Courses for All Employees	6
	Courses for Supervisors and Managers.....	7
4	LearnIT Ohio Training Offerings for ePerformance	9
	Registration	9
	ePerformance Management Bookshelf Recommendations.....	9
	ePerformance SkillBrief Article Recommendations.....	11



1 WHAT TRAINING DO I TAKE AND WHEN?

The chart on the following page depicts the training course learning paths for State of Ohio employees. The chart outlines recommended training courses to be taken based on your job role (e.g., Supervisor, Non-Supervisor) as well as when they will become available. Your current position may encompass more than one of these job roles, so be sure to take into account that you may need to take more than one set of courses. There are varying amounts of overlap between the courses listed for each job role. Training courses already attended do not need to be taken twice.

Core Courses: Core Courses are recommended training courses that should be taken at a minimum for each job role.

Additional Advanced Courses: Additional Advanced Courses are recommended training courses can be taken in addition to the Core Courses listed for each job role.

ePerformance Supervisor / Manager

Core Courses

System Training

- ePerformance General Overview
- Performance Management Tool for Supervisors

Additional Advanced Courses

Soft Skills Non-System Training

- **Goal Setting**
- **Writing and Giving a Performance Review**
- **Redirecting to Improve Performance**
- **Coaching with Positive Expectations**
- **LearnIT Ohio**

System Training

- ePerformance Management Tool for Everyone
- Using ePerformance for Performance Management
- Using ePerformance for Third Party Input
- Using ePerformance System for Self Evaluation

ePerformance All Employees

Core Courses

System Training

- ePerformance General Overview
- ePerformance Management Tool for Everyone

Additional Advanced Courses

Soft Skills Non-System Training

- **4-in-Core: Actively Engaged in My Performance**

System Training

- Using ePerformance System for Self Evaluation

ePerformance System Administrator

Core Courses

System Training

- ePerformance General Overview
- ePerformance Administrative Functions

Additional Advanced Courses

System Training

- Using ePerformance System for Self Evaluation
- ePerformance Management Tool for Everyone
- Using ePerformance for Third Party Input

HCM Users

Training Opportunities

- **Intro to 9.1 –Benefits, Payroll, HR for new employees (available Spring 2013)**
- **Retro Pay**
- **ePAR – Electronic Personnel Action Request**
- See applicable ePerformance Courses based on your role(s)

2 EPERFORMANCE SYSTEM TRAINING COURSES

REGISTRATION

The courses on the following pages provide system (technical) training for the ePerformance tool. Section 4 details all non-system (soft skill/non-technical) training courses offered. All ePerformance system training courses that are available via ELM have an ELM Registration # listed in the course summary information. These courses can be found on ELM and can be taken at any time as Web-Based Training (WBT) courses. Any classes with a delivery method of "Classroom" or Instructor Led Training (ILT) should be registered via your agency's ePerformance Trainer. Please contact your agency's ePerformance Trainer to find class schedules and register for the courses.

COURSES FOR ALL EMPLOYEES

[ePerformance General Overview](#)

Course ID:	PMGO	ELM Registration #:	DAS-PM-002
Delivery Method:	Online/System Training	Length:	60 minutes
Pre-Requisites:	None		
Recommended Audience:	All State of Ohio Employees		
Course Description:	<p>This course provides a high level overview of the ePerformance module. It describes the overall ePerformance process, the associated role-based system workflow, the advantages of using an automated system vs. a paper system, and key differences. This course also introduces the three recommended Learning Paths for ePerformance users. (Employee, Manager/Supervisor, ePerformance System Administrator, a.k.a.: HR Admin.) Learning Paths contain the recommended ePerformance training courses for the associated role. They can be used to assist an agency, a manager, or an employee when determining the appropriate course(s) to attend for training.</p>		

[ePerformance Management Tool for Everyone](#)

Course ID:	PMTE	ELM Registration #:	ILT: DAS-PM-004 WBT: DAS-PM-003
Delivery Method:	Online or Classroom/System Training	Length:	½ Day
Pre-Requisites:	ePerformance General Overview		
Recommended Audience:	All State of Ohio Employees		
Course Description:	<p>Preparing employees to participate in the performance evaluation process is the key focus of this course. Employees will learn how the current performance evaluation process has been built into the new system tool and the importance of being an active participant in their performance evaluation. They will be introduced to the ePerformance electronic template, understand its various components, learn how to set their performance goals and objectives, view their competencies, and understand the rating model. Employees will also learn how to access and view their current performance documents, acknowledge or deny a performance evaluation, and add comments and/or attachments all within the new system tool.</p> <p>An overview of the employee Career Development Plan and Performance Improvement Plan process will also be discussed.</p>		

[Using ePerformance System for Self-Evaluation \(Agency Determined\)](#)

Course ID:	PMSE	ELM Registration #:	DAS-PM-011
Delivery Method:	Online/System Training	Length:	45 Minutes
Pre-Requisites:	ePerformance General Overview		
Recommended Audience:	All employees within an Agency using the Self-Evaluation functionality. Employees within an agency not administering the Self-Evaluation process do not need to attend.		
Course Description:	This course is designed specifically for agencies using the new ePerformance employee Self-Evaluation functionality as part of the agencies overall performance evaluation process. Using the new system, employees will learn where a self-evaluation is incorporated within the evaluation process, how to create a self-evaluation, and how it becomes available for their supervisor or manager to review.		

COURSES FOR SUPERVISORS AND MANAGERS

[Performance Management Tool for Supervisors \(PMTS\)](#)

Course ID:	PMTS	ELM Registration #:	ILT: DAS-PM-006 WBT:DAS-PM-005
Delivery Method:	Classroom/System Training	Length:	1 Day
Pre-Requisites:	ePerformance General Overview		
Recommended Audience:	Supervisors and Managers (Raters) Supervisors and Managers (Reviewers) Appointing Authority or designee(s) (Approver)		
Course Description:	This course begins with an ePerformance demonstration that illustrates how the system works from the beginning of the performance evaluation process to completion. Managers/Supervisors will gain an understanding of the complete performance evaluation process, where workflow impacts the process, and how to complete their specific tasks within the system. Managers/Supervisors will be introduced to the ePerformance electronic templates, their components, and how to use them to create performance evaluation documents, performance improvement plans (PIP), and career development plans. Understanding where the various elements of a performance evaluation are located within the system templates, how they are setup to be used, and when to apply them will also be discussed. Elements of the performance evaluation template include: Performance Goals and Objectives, Statewide Competency, Agency Competencies, and the Rating Model.		

[Using ePerformance for Performance Management \(Refresher\)](#)

Course ID:	PMTS-C	ELM Registration #:	DAS-PM-007
Delivery Method:	Online/System Training	Length:	2 ½ Hours
Pre-Requisites:	ePerformance General Overview		
Recommended Audience:	Supervisors and Managers (Raters) Supervisors and Managers (Reviewers) Appointing Authority or designee(s) (Approver)		
Course Description:	This course is a condensed version of the Performance Management Tool for Supervisors (PMTS) course and is offered only online. It provides high-level ePerformance information as it pertains to managers and supervisors and is intended to be used as a refresher course, or as reference material for managers and supervisors who have already attended the (PMTS) course. It is not intended to be used as a replacement for course (PMTS).		

[Using ePerformance for Third Party Input \(Agency Determined\)](#)

Course ID:	PMTPI	ELM Registration #:	DAS-PM-010
Delivery Method:	Online/System Training	Length:	45 Minutes
Pre-Requisites:	ePerformance General Overview		
Recommended Audience:	Supervisors and Managers (Raters) Supervisors and Managers (Reviewers) Appointing Authority or designee(s) (Approver)		
Course Description:	Third Party Input is the process in ePerformance of nominating an additional manager or supervisor to participate in a performance evaluation by providing comments or feedback. In this course managers will learn the appropriate steps for soliciting third party input, as well as, what to do when they are the recipient of a third party nomination.		

3 EPERFORMANCE SOFT SKILLS NON-SYSTEM TRAINING COURSES

REGISTRATION

The following courses are offered by the DAS Office of Learning and Professional Development (OLPD) and help provide additional soft skills for all employees who are giving or receiving performance reviews. **These courses do not provide technical or system training on the ePerformance tool itself.**

To register for OLPD classes, please go to: <http://trainreg.das.ohio.gov>

COURSES FOR ALL EMPLOYEES

4 in Core: Actively Engaged in My Performance

Course ID:	N/A	ELM Registration #:	N/A
Delivery Method:	Instructor Led	Length:	1 Day
Pre-Requisites:	None		
Recommended Audience:	All State of Ohio Employees		
Course Description:	Are you actively engaged with your supervisor in managing your performance? Do you want to be more engaged in your performance development? Learn how to collaborate with your supervisor to plan, observe and assess your performance throughout the year. In the session “Actively Engaged in My Performance” you will learn the elements of the performance management process, how to set SMART goals, request and accept feedback in a positive way, and discuss how to achieve more open and constructive communication in boss and peer relationships.		

COURSES FOR SUPERVISORS AND MANAGERS

Goal Setting

Course ID:	N/A	ELM Registration #:	N/A
Delivery Method:	Instructor Led	Length:	1 Day
Pre-Requisites:	None		
Recommended Audience:	All State of Ohio Exempt Employees		
Course Description:	<p>Goal setting is used by top-level athletes, successful business-people and achievers in all fields. Goal setting is the first, and potentially the most important step, in managing the performance of your employees.</p> <p>Setting goals gives you and your employees' long-term vision and short-term motivation. It focuses the acquisition of knowledge, and helps you to organize time and resources.</p> <p>In this supervisor/manager-focused interactive session, you will learn to set S.M.A.R.T., clearly defined goals for your team so you can measure the achievement of those goals, and ultimately manage your team's performance.</p>		

Writing and Giving a Performance Review

Course ID:	N/A	ELM Registration #:	N/A
Delivery Method:	Instructor Led	Length:	1 Day
Pre-Requisites:	None		
Recommended Audience:	All State of Ohio Exempt Employees		
Course Description:	<p>Do you dread writing and giving a performance review? If so, you are not alone. Managers and employees everywhere have come to dread the performance review process, but it doesn't have to be this way.</p> <p>Attend this supervisor/manager-focused interactive session to obtain tips and advice on making the performance review process easier on both you and your employees. From goal-setting, to documentation, to writing the review, we will help you put all the pieces together to ease the strain of performance reviews. Done right, you may find the performance review process to be constructive and satisfying.</p>		

[Coaching with Positive Expectations](#)

Course ID:	N/A	ELM Registration #:	N/A
Delivery Method:	Instructor led	Length:	1 Day
Pre-Requisites:	None		
Recommended Audience:	All State of Ohio Exempt Employees		
Course Description:	<p>You, as a supervisor or manager, are responsible for coaching and mentoring your employees to assist them in reaching their goals and achieving optimal performance. Effective coaching will make your job as a supervisor/manager easier by increasing the employee's competency and job effectiveness.</p> <p>Join us for an interactive, supervisor/manager-focused session on how to coach effectively for optimum performance. During the session you will learn how to use coaching to reinforce appropriate behavior, teach the employee new skills, motivate employees to pursue higher levels of performance, mentor employees, as well as to correct performance deficiencies.</p>		

[Redirecting to Improve Performance](#)

Course ID:	N/A	ELM Registration #:	N/A
Delivery Method:	Instructor Led	Length:	1 Day
Pre-Requisites:	None		
Recommended Audience:	All State of Ohio Exempt Employees		
Course Description:	<p>Let's face it. Every manager does it... you put off those difficult conversations just hoping the problems will disappear.</p> <p>Every manager faces challenging employee behaviors at some point in their career.</p> <p>Unfortunately, these tough conversations are unavoidable and need to be conducted with finesse, skill and a hearty understanding of what is legal. Because when tough conversations are poorly managed, you risk alienating workers and increase your risk for an employee lawsuit.</p> <p>With this supervisor/manager-focused interactive session, you will receive practical, hands-on techniques to take the stress out of tough employee discussions. You'll also learn how a well thought-out plan can help you take control of difficult performance discussions and help you and your employee move beyond the anxiety that comes with them.</p>		

4 LEARNIT OHIO TRAINING OFFERINGS FOR PERFORMANCE

REGISTRATION

The following LearnIT Ohio courses are offered by the DAS Office of Information Technology (OIT) and Human Resource Division (HRD).

To register go to: <https://learnitohio.skillport.com>

E PERFORMANCE MANAGEMENT BOOKSHELF RECOMMENDATIONS

Books24x7® provides online unobstructed access to thousands of the latest and best books from today's leading publishers. The following are recommended books for ePerformance management.

[101 Tough Conversations to Have with Employees: A Manager's Guide to Addressing Performance, Conduct, and Discipline Challenges](#)

Author: [Paul Falcone](#) **Publisher/Copyright:** [AMACOM](#) © 2009

Pages: 320 pages **ISBN:** 9780814413487

Description: With proven techniques you can use right away, this solution-oriented book offers realistic sample dialogues to help you facilitate clear, direct interactions with your employees, helping you sidestep potential awkwardness and meet issues head-on.

[2600 Phrases for Effective Performance Reviews: Ready-to-Use Words and Phrases That Really Get Results](#)

Author: [Paul Falcone](#) **Publisher/Copyright:** [AMACOM](#) © 2005

Pages: 253 pages **ISBN:** 9780814472828

Description: No managerial or administrative task is as universally dreaded as the performance review. This book offers ready-to-use phrases and words, action items, and descriptions you can use to evaluate performance, prepare development plans, and much more.

[Coaching for Performance: GROWing Human Potential and Purpose: The Principles and Practice of Coaching and Leadership, Fourth Edition](#)

Author: [John Whitmore](#) **Publisher/Copyright:** [Nicholas Brealey Publishing](#) © 2009

Pages: 242 pages **ISBN:** 9781857885354

Description: Providing an in-depth look into unlocking potential to maximize performance, this book describes and illustrates what coaching really is, what it can be used for, when and how much it can be used, who can use it well and who cannot.

[Conversations About Job Performance: A Communication Perspective on the Appraisal Process](#)

Author: [Michael E. Gordon](#) and [Vernon D. Miller](#) **Publisher/Copyright:** [Business Expert Press](#) © 2012

Pages: 280 pages **ISBN:** 9781606490747

Description: Designed to facilitate meaningful and open interaction between employees and their supervisors, this book presents an alternative approach to the performance appraisal process that focuses on communication rather than evaluation.

[Improving Employee Performance Through Appraisal and Coaching, Second Edition](#)

Author: [Donald L. Kirkpatrick](#) **Publisher/Copyright:** [AMACOM](#) © 2005

Pages: 271 pages **ISBN:** 9780814408766

Description: Packed with ready-to-use forms, instructions and observations on their effective use, this book gives you all the guidance and tools you'll need to implement a genuinely proactive performance management program that gets maximum results.

[Perfect Phrases for Setting Performance Goals: Hundreds of Ready-to-Use Goals for Any Performance Plan or Review](#)

Author: [Douglas Max](#) and [Robert Bacal](#) **Publisher/Copyright:** [McGraw-Hill](#) © 2004

Pages: 174 pages **ISBN:** 9780071433839

Description: This timesaving job aid provides managers with precisely-worded phrases and goals that describe expected future performance from their direct reports.

EPERFORMANCE SKILLBRIEF ARTICLE RECOMMENDATIONS

SkillBrief articles provide concise summaries of key ideas and teaching points within each course topic. SkillBriefs are included in all Skillsoft Business Skills courses. The following SkillBrief descriptions are recommended for ePerformance management.

[Appraising Performance](#)

Description: Learn how to conduct performance appraisal meetings

[Performance Management Advantages](#)

Description: Learn the benefits of performance management.

[How to Monitor Performance](#)

Description: Explore how to monitor performance.

[Monitoring Employees' On-going Performance](#)

Description: Explore how to monitor ongoing employee performance.

[Performance Management: The Planning Stage](#)

Description: Explore how to use planning to improve employee performance.

[Communicating with Employees about Problem Performance](#)

Description: Learn how to communicate about problem performance.

[Interventions for Managing Problem Performance](#)

Description: Learn about the steps for communicating performance issues.

[Resolving Problem Performance](#)

Description: Explore how you can resolve performance problems.

[Conducting the Performance Appraisal Discussion](#)

Description: Explore the stages in an effective appraisal discussion.

[Conducting the Performance Appraisal Meeting](#)

Description: Learn how to conduct performance appraisal meetings

[Individual Perception and Work Performance](#)

Description: Explore the factors that affect work perceptions.

[Determining the Nature of Performance Problems](#)

Description: Explore how to determining the nature of problems.

[Performance Measurement and Mission Statements](#)

Description: Learn about mission statements and performance measurement.