Performance Management and Development
Spotlight for Supervisors

April 2020

This month's topic regarding *Performance Management and Development* will focus on **managing performance remotely**.

For employees within the State of Ohio much has changed over the past month, with many employees now working remotely. As supervisors and human resources professionals, these changes have required certain adjustments to how you manage your employees' work while ensuring that your customers' expectations remain met.

Managing performance remotely requires a *collaborative effort* between supervisors and their employees. Maintaining strong lines of communication is essential, with employees needing a clear understanding of all work requirements and expectations. Scheduling virtual *one-on-one meetings* or *status updates* with your employees is not only an efficient way to track progress and productivity, but also to ensure that a *culture of engagement* remains intact. It is important to remember that, while the physical working locations for many employees have changed, the principles and practices for performance management remain the same.

Learning on Demand

The resources below are available to assist you in exploring more about *managing performance remotely*.

➢ **Working with Virtual Teams**

   Learning Program, featuring Courses and Videos

   o **Establishing Effective Virtual Teams**
     Course, 30 minutes

   o **Leading More Effectively Remotely**
     Video, 4 minutes

   o **Coaching Across Distance**
     Video, 3 minutes

   o **Face-to-Face Versus Virtual Management**
     Video, 2 minutes

To learn more about *managing performance remotely* and other aspects of *Performance Management & Development*, ALL employees can visit **Learning on Demand** by clicking on the link below.

❖ Go to MyOhio.gov.

❖ Sign on with your OH|ID Workforce User ID and Password. User IDs and Passwords are case sensitive. Be sure your caps lock key is off.

❖ Click **My Workspace**, then select **Applications** and click **Learning on Demand**.

ePerformance System

The resources below are available to assist you with aspects related to *managing performance remotely*.

➢ **Manager Rater Quick Reference Guide** – PDF

➢ **Creating a Performance Document & Establishing Criteria** – PDF / VIDEO

Tips and Tricks

❖ After entering the necessary goals and performance criteria during the first step, it's recommended that you *do not complete* the criteria. This allows the flexibility to *update and change* goals and expectations as necessary throughout the course of the cycle.

❖ A relatively new feature within the system that can be used to effectively track progress within the competencies and goals & performance expectations sections is the *Employee Measurements* field. This way supervisors can specify how employees *"Meet, Exceeds or Does Not Meet"* expectations without confusion.

❖ An effective workaround for tracking employee progress within ePerformance is to have a *"living" Microsoft Word document* which might contain notes on meetings, coaching sessions, and feedback. When rating, simply *copy/paste* the information into the comment sections to minimize time and increase effectiveness.

To learn more about the ePerformance system and its features, users can visit the ePerformance Toolkit by clicking the link below.

❖ Go to ePerformance Toolkit

NOTE: Please *review and adhere* to your agency's training and development policies, procedures and guidelines regarding the use of Learning on Demand resources and tools.

For more information about *Performance Management and Development*, email ePerformance@das.ohio.gov or call 614-728-8973.

Engaging and Developing Talent