PERFORMANCE MANAGEMENT PROGRAM

Frequently Asked Questions

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Manager FAQs
Employee FAQ
HR Admin FAQ

Manager FAQs

Q 1. What is ePerformance?

ePerformance is a Web-based self-service performance management application for managers and employees. If your agency uses this tool, you may access ePerformance by logging into the TeamWorks Manager Self-Service portal.

Follow this navigation: Manager Self Service > Performance Management > Performance Documents > Current Documents (to view current documents) or Create Documents (to create new documents).

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Q 2. What is Performance Management?

Performance Management is a process. It is a partnership between the manager and the employee working in a collaboratively manner setting goals, using the organization's mission and goals as the foundation; improving the employee's performance, also increases productivity and the effectiveness of the organization. (Back to the top)

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Q 3. I'm having technical difficulties using ePerformance.

Contact your HR Office Admin for assistance or contact DOAS Help Desk at <u>HRA@doas.ga.gov</u> or 404-656-2705 or 1-877-318-2722 (Back to the top)

Q 4. How do I assign ratings to my employee's evaluation?

If you are sure that you have completed all steps prior to providing ratings; Confirm the following:

- The Define Criteria Step has a green circle (indicating that this step is complete)
- Enter all Manager comments and ratings
- Click "Save" after each entry
- Click the "Submit for Approval" button as the very last step

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		Manager Rating Manager Comments

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Q 5. How do I clone a performance document?

To clone a document:

- Follow this navigation: Main Menu > MSS > Performance Management > Performance Document > Create Documents
- Enter the Period Begin Date
- Enter the Period End Date
- Select from the Document Type drop-down (Annual, Mid-Year, or Quarterly Performance Review)
- Clone from Prior Document drop-down (select yes)
- Prior Document Click the magnifying glass and select the document you would like to clone
- Click Create Documents

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• See Status of cloned documents

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Q 6. How do I edit the weighting, after I have started the "Manager Evaluation" step?

Contact your HR Office for assistance in canceling and deleting the document. (Back to the top)

Q 7. How do I complete the Define Criteria step?

Once you have entered the goals and expectations, click the "Save" button and then click the "Approve" button to close out this step and to proceed.

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Step 1: Define Criteria

Update and Approve the Goals entered by the Employee

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- During this step the employee should identify the goals that need to be accomplish during the performance period.
- Any core responsibilities or competencies not already defined should be added.
- · The manager should review the goals and other performance content.
- When complete, the manager should mark this step approved.

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Q 8. How do I add more job responsibilities, after I have completed the "Define Criteria" step?

Reopen the document by accessing the employee evaluation and clicking the reopen button in the process panel (located to the far left of the screen).

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Q 9. How do I access my employee's Self Evaluation?

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It is important that the Define Criteria step is finalized/approved before the self-evaluation becomes available. Do the following:

- Confirm "Define Criteria" step is complete
- Be sure that the employee has completed the self-evaluation
- Click the "View" button to access the employee's Self-Evaluation
- Note: Completion of the employee's Self Evaluation, is not required in order for you to begin the performance evaluation of the employee.

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Q 10. What is the approval progression for Performance Management?

The employee may complete a Self-Evaluation (it is recommended, but not required).

- If applicable, be sure to review the Self-Evaluation.
- Enter ratings and comments for the document and then submit the document to the Reviewing Manager.
- The Reviewing Manager approves the document, and then submits the document to the HR Admin for approval.
- After the approval of the document, it is returned to the Manager for the formal oneon-one discussion with the employee.
- After the one-on-one, both you and the employee acknowledges the document.
- This closes out the document for this performance year. (Back to the top)

Q 11. Why can't I access the performance document?

Immediate access is granted to the performance document, once HR provides their approval of the document. (Back to the top)

Q 12. What do I do if the employee does not want to acknowledge the document?

In the event the employee is unavailable or declines to acknowledge the document, click the Override Acknowledgement button to acknowledge the reviewed document.

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Q 13. How do I close out the performance document?

After all of the approvals, and the employee has acknowledged the document,

- Click the "Save" button
- Click the "Complete" button to close out the document.

• Click the "Confirm" button to finalize the document

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Q 14. What is the time-frame for completing Performance Documents?

For the State of Georgia, it is recommended that agencies use the fiscal year as their guide. Managers would begin establishing their Performance Plans at the beginning of July, and the performance period would continue through June 30. July 1 thru June 30 would be considered an annual evaluation. (Back to the top)

Employee FAQs

Q 15. What is ePerformance?

ePerformance is a Web-based self-service performance management application for managers and employees. If your agency uses this tool, you may access ePerformance by logging into the TeamWorks Self-Service portal.

Follow this navigation: Self-Service > Performance Management > My Performance Documents > Current Documents (to view current documents)



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Q 16. What is Performance Management?

Performance Management is a process. It is a partnership between the manager and the employee working in a collaboratively manner setting goals, using the organization's mission and goals as the foundation; improving the employee's performance, also increases productivity and the effectiveness of the organization. (Back to the top)

Q 17. I'm having technical difficulties using ePerformance.

Contact your manager for assistance or your HR Office Admin. (Back to the top)

Q 18. What's the value for me, as an employee, to be involved in the Performance Management process?

Without you, the Performance Management process does not work. Performance Management is a process that involves your participation. You will also gain a better understanding of the bigger picture, and how your goals align with those of the department and that of the agency. (Back to the top)

Q 19. What is "on-going feedback"?

The State Personnel Board Rules require managers to perform interim check-ins with their employees. This can consist of simply checking on the status of a project you may be working on. It may be providing you with direction in the event you may have stalled or have reached a road block. It may be feedback concerning a job well done. Your goal is to succeed, and the manager's goal is to assist in providing the necessary tools and resources you may need to accomplish that goal. Remember, your goals are aligned with that of the department, and that of the agency's. (Back to the top)

Q 20. What is an IDP/Individual Development Plan?

An IDP/Individual Development Plan is a document whose main purpose is to develop or improve an employee's performance. The document consists of goals and tasks. An IDP is for employees who are looking to improve upon existing skills in their current role, as well as for those employees who are seeking to develop new skills for future opportunities. It's a document that can be updated regularly, or as needed. (Back to the top)

Q 21. What can an IDP do for me?

Even if you're not interested in moving into another position, having an IDP can assist in increasing your knowledge concerning your current role. Bear in mind, job requirements and employment needs are constantly changing, and it is always a good idea to develop new skills or simply keep your existing skills relevant. (Back to the top)

Q 22. Is an IDP rated on my performance evaluation?

No. IDPs are focused on the employee's growth and development. Discussions may occur between you and your manager regarding the progress of your IDP, but once again, it is not rated. (Back to the top)

Q 23. Who creates this Individual Development Plan?

The plan is created in a partnership between the you and your manager. Both have a joint responsibility regarding its creation, but you are the driver of the plan. You will stand to benefit the most from having an IDP; therefore, your overall involvement is critical.

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Q 24. If an IDP is added to my Performance Plan, is it permanent?

Individual Development Plans (IDP) are subject to modifications. Bear in mind, the IDP is about your growth and overall improvement. If it needs modifying, then be sure that you and your manager work together to amend it as necessary. If the needs of the agency change, this too can alter the direction of the IDP. (Back to the top)

Q 25. How do I acknowledge the document?

After the formal one-on-one meeting with your manager,

 click the "Acknowledge" button in ePerformance to confirm the completion of this process.



• Click the "Confirm" button to complete the acknowledgement

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HR Admin FAQs

Q 26. What is ePerformance?

ePerformance is a Web-based self-service performance management application for managers and employees. If your agency uses this tool, you may access ePerformance by logging into the TeamWorks portal in Workforce Development.

Follow this navigation: Workforce Development > Performance Management > Performance Documents or Approve Documents > Create Documents (to create new documents)

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Q 27. What is Performance Management?

Performance Management is a process. It is a partnership between the manager and the employee working in a collaboratively manner setting goals, using the organization's mission and goals as the foundation; improving the employee's performance, also increases productivity and the effectiveness of the organization. (Back to the top)

Q 28. I'm having difficulties using ePerformance.

Contact the DOAS Help Desk at <u>HRA@doas.ga.gov</u> or 404-656-2705 or 1-877-318-2722. (Back to the top)

Q 29. In an attempt to mass create my documents, some of the documents were missing.

This may occur when the "Reports to" information is not up-to-date within the system. Check the following:

Make sure the "Reports to" relationship beginning with the employee → manager
 →reviewing manager is correct in job data as well as in position data.

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- Be sure to do this before attempting to mass create performance documents.
- For information on how to update the "Reports to" in PeopleSoft, contact the SAO Helpdesk at 404.657.3956 or <u>HCM@sao.ga.gov</u>. (Back to the top)

Q 30. I cannot view the Performance document.

The document cannot be viewed until the manager and the employee have begun the document. (Back to the top)

Q 31. How do I approve the document?

To Approve Performance Documents, do the following:

- In Team Works follow this navigation: Main Menu > Workforce Development > Performance Management > Approve Documents
- After reviewing the document/s, you will have the option to either approve it (Click the "Approve" button) or send it back to management for modifications (Click the "Deny" button).

Performance Document			
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Period begin Date		Period End Date 00/30/2019	
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Q 32. How do I cancel an evaluation? A manager needs to edit the weighting.

To edit the weighting after the manager has begun the "Manager Evaluation" step, the following is necessary:

- Access the document, scroll to the bottom and click "cancel evaluation."
- Access the document again, scroll to the bottom and click "delete evaluation."

- Once this is done, if the employee has completed the self-evaluation, it is necessary that the you perform the same steps to cancel/delete the self-evaluation.
- Make sure to access the document by selecting the appropriate employee, clicking view beside the "define criteria" step to access the document and then click the reopen button (located to the left of the screen) to edit the weighting.

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