

Performance Management for Manager and Agency Administrators

Welcome to CAPPs HR/PAYROLL End-User Training (EUT)

Agency Performance Management

Course Number: 185

Course Name: Performance Management for Managers and Agency Administrators

This course does NOT contain audio

Recommended Users: Managers and Agency Administrators

Before taking this class you should have already completed the 99-CAPPs Fundamentals, 100-Employee Self-Service, 110 or 111-Manager Self-Service courses.

Introductions

If you are taking this course in a group, or in a classroom setting, take a moment to get to know one another.

Share:

Your Name

Your department or agency function

Your expectations from this session

An interesting fact about yourself

Greetings

Before we get started, let's go over some housekeeping rules, along with a few pointers and tips that will help you complete this course.

Housekeeping Rules

- Training Materials
- Restrooms
- Emergency Exits
- Please Silence Cell Phones
- Ask Questions

Duration

This course will take approximately 3.5 hours. You can complete it all today or by sections. It's really up to you. You can take the training how it best fits in your schedule.

Preparation

It is recommended that you avoid distractions during training. You should close all other applications including your email while taking the course and silence your cell phone.

Course Navigation

Be sure you use the Next and Prev navigation buttons only when directed to view information in this course.

Course Outline

The CAPPs Performance Management training is organized in five sections. Throughout each section, you will learn how to use CAPPs Performance Management functionality.

The five sections are:

Section 1 - Overview

Section 2 - The Performance Management Roles and Process Steps

Section 3 - Manager Administrative Tasks

Section 4 - Agency Administrator Tasks

Section 5 - Review

Course Objectives

After completing this course, you will be able to:

- Define terms used within the Performance Management module
- Describe the Performance Management Process and Roles
- Define Criteria (Goals, Competencies, Career Development)
- Nominate Participant(s)
- Complete Checkpoints
- Complete an Employee's Final Performance Evaluation
- View/Print Performance Evaluations
- Perform Manager Administrative Tasks
- Perform Agency Administrator Tasks

Section 1 - Performance Management Overview

Objectives

After completing this section, you will be able to:

- Describe the CAPPs Performance Management
- Define Key Roles and Responsibilities / Key Terms

Outline

- CAPPs Performance Management Overview - 10 min
- Roles and Responsibilities / Key Terms - 10 min

Section 1, Lesson 1

CAPPs Performance Management Overview

What is CAPPs Performance Management?

- CAPPs Performance Management is an integrated module within CAPPs/HR Payroll that provides a self-service evaluation management application for managers, employees, and human resources (HR) administrators.
- It can be used as a tool for planning, collaboration, communication, assessment, and monitoring evaluations.
- CAPPs Performance Management supports the entire planning and evaluation process from planning and aligning employee performance goals through assessment and rewarding employee performance results within the right behaviors.

CAPPs Performance Management allows you to:

- Generate evaluation documents
- Define evaluation criteria
- Introduce mid-period criteria checkpoints to track employee progress
- Manage multiple participants
- Enter evaluation data, including notes, ratings, and comments
- Consolidate feedback from multiple sources into the manager's evaluation
- Submit the manager/mentor evaluation for review and 2nd level approval
- Perform administrative tasks, such as: transferring, reopening, canceling, and deleting documents

Performance Management - Pre-Defined Goals

Managers are able to select Goals from a pre-defined list and are able to add their own goals.

Performance Management - Pre-Defined Competencies

Managers are also able to select Competencies from a pre-defined list and are able to add their own competencies.

Performance Management - Career Development

You can add Items for Career development with descriptions about what the employee needs to do within the year in regards to their career.

Section 1, Lesson 2

Roles and Responsibilities

Employee - Employees will review checkpoint feedback (if applicable), complete self-evaluation, review and acknowledge the employee final evaluation. Employees may be asked to serve as participants.

Manager - Managers will create documents, define and finalize criteria, nominate participants, complete performance evaluations with ratings and comments. Managers will also be able to reopen, cancel, delete, and request transfer performance documents to other Managers.

Administrator - Administrators can create, reopen, cancel, delete, and transfer documents between Managers.

Participant (Nominee) - Participants are individuals that have been asked to participate in an employee's 360 evaluation. These could be peers or other managers that are not a "Reports To" manager of the employee.

Key Terms and Definitions

Activity Guide - The Activity Guide allows users to see where they are in the evaluation process.

Audit History - This maintains a user name, date, and time stamp for steps along the process.

Template - A template is where the evaluation document details and definitions are maintained.

Rating Table - A rating table is where the values/descriptions are maintained.

Workflow Email - These are emails that are automated depending upon the action taken within the system. There are 20 delivered workflow emails that are configured to be used.

Section 2 - Recruitment Process

Objectives

After completing this section, you will be able to:

- Describe the CAPPs Performance Management Process and how the roles are involved.
- Perform steps within the Performance Management Process for Managers

Outline

- Performance Management Process and Roles - 10 min
- Manager Performance Management Process Steps - 60 min

Section 2, Lesson 1

Performance Management Process

- Describes the Performance Management process and how each role is involved.

The Performance Management Process Roles

Employee/Manager/2nd Level Manager

Role: Employee

Responsibilities:

- Reviews checkpoint feedback, if applicable
- Completes an employee self-evaluation
- Reviews the performance evaluation completed by the manager
- Meets with the manager during the performance management process
- Acknowledges the employee performance evaluation
- Views/prints the performance evaluation
- Accepts or denies participant/nominee requests

Role: Supervisor/Manager

Employees' direct report supervisor or manager

Responsibilities:

- Creates performance documents
- Defines and finalizes evaluation criteria
- Completes checkpoints, if applicable
- Reviews employee self-evaluation
- Nominates participants, if applicable
- Completes performance evaluation for all direct reports
- Shares and reviews performance evaluation with direct reports
- Submits the evaluation for approval to the 2nd Level Manager
- View all direct report documents

Role: Second Level Manager

Responsibilities:

The Sr. Level Manager has the same responsibilities as the Supervisor/Manager in addition to the following:

- Approves or denies performance evaluation
- View all direct and indirect report's performance documents

Section 2, Lesson 2

Performance Management Steps

- Managers will walk through steps involved in the Performance Management process.

The Performance Management Process Steps

- 1) Create Performance Documents
- 2) Define Criteria for the Evaluation
- 3) Complete Checkpoints (if applicable)
- 4) Finalize Criteria for the Evaluation
- 5) Nominate Track/Participants
- 6) Review Employee Self-Evaluation
- 7) Complete Employee Evaluation
- 8) 2nd Level Manager Approval
- 9) Share Evaluation with the Employee
- 10) Employee Acknowledgement/Complete Evaluation
- 11) Viewing/Printing Evaluation

Step 1) Create Performance Documents

The Manager creates a performance document. This process is generally completed at the beginning of the evaluation cycle. The manager creates the appropriate Performance Document Type such as Statewide Short, 6 Month or Long.

Exercise(s)

Complete the exercise(s) to learn how to perform the task.

Scenario 1: Creating Statewide Long Document

[View Section 2 – Lesson 2 Exercises](#)

After completing the exercise(s), close the browser to return to the course.

Step 2) Define Criteria for the Evaluation

The Manager updates the current document with defined criteria. When defining criteria, managers are identifying goals, competencies, and career development that should be accomplished during the performance period. The criteria can then be shared with the employee.

Exercise(s)

Complete the exercise(s) to learn how to perform the task.

Scenario 1: Updating the Current Long Document

Scenario 2: Creating and Updating Short Document

Scenario 3: Cloning an Existing Long Document

[View Section 2 – Lesson 2 Exercises](#)

After completing the exercise(s), close the browser to return to the course.

Step 3) Complete Checkpoints

The Manager tracks employee progress. A manager can track the progress of his/her direct reports. Throughout the evaluation period a manager can make notes regarding the employee's progress toward achieving the assigned goals(s) and complete the evaluation at specific checkpoints depending upon the agency. This information can then be accessed and used on the employee's performance evaluation document.

Exercise(s)

Complete the exercise(s) to learn how to perform the task.

Scenario 1: Completing Checkpoint 1

Scenario 2: Skipping Checkpoint 2

[View Section 2 – Lesson 2 Exercises](#)

After completing the exercise(s), close the browser to return to the course.

Step 4) Finalize Criteria for the Evaluation

The manager will finalize the evaluation criteria. The manager should review the performance criteria and make necessary changes. Once the Finalize Criteria step is completed the employee can start their Self-Evaluation.

Exercise(s)

Complete the exercise(s) to learn how to perform the task.

Scenario 1: Finalizing Evaluation Criteria

[View Section 2 – Lesson 2 Exercises](#)

After completing the exercise(s), close the browser to return to the course.

Step 5) Nominate/Track Participants

The manager may nominate up to five employees to provide feedback on the competencies of their direct report. The nomination to participate can be accepted or decline. Managers are able to track the status of the nominees and review their participant evaluations.

Exercise(s)

Complete the exercise(s) to learn how to perform the task.

Scenario 1: Nominating/Tracking Participants

Scenario 2: Reviewing Participant Evaluations

[View Section 2 – Lesson 2 Exercises](#)

After completing the exercise(s), close the browser to return to the course.

Step 6) Review Employee Self- Evaluation

The manager reviews the employee self-evaluation in preparing for completing their final evaluation.

Exercise(s)

Complete the exercise(s) to learn how to perform the task.

Scenario 1: Reviewing the Employee Self-Evaluation

After completing the exercise(s), close the browser to return to the course.

[View Section 2 – Lesson 2 Exercises](#)

Step 7) Employee Final Performance Evaluation

The manager completes the final performance evaluation for their (direct reports) employees. Managers will enter ratings for the Goals, Competencies, and update Career Development. There is also a summary section for each area where the manager may include comments.

Exercise(s)

Complete the exercise(s) to learn how to perform the task.

Scenario 1: Completing and Approving the Employee's Performance Evaluation

[View Section 2 – Lesson 2 Exercises](#)

After completing the exercise(s), close the browser to return to the course.

Step 8) 2nd Level Manager Approval

Once the manager approves the employee evaluation, it is routed to the 2nd Level Manager for approval. The 2nd Level Manager approves or denies the evaluation.

Exercise(s)

Complete the exercise(s) to learn how to perform the task.

Scenario 1: 2nd Level Manager Approval/Denial

Scenario 2: Viewing the Approval Status

[View Section 2 – Lesson 2 Exercises](#)

After completing the exercise(s), close the browser to return to the course.

Step 9) Share Performance Evaluation

The manager shares the performance evaluation with the employee after receiving approval from the 2nd Level Manager. The Participant (nominee's) comments are not visible to the employee.

Exercise(s)

Complete the exercise(s) to learn how to perform the task.

Scenario 1: Sharing the Performance Evaluation with the Employee

[View Section 2 – Lesson 2 Exercises](#)

After completing the exercise(s), close the browser to return to the course.

Step 10) Employee Acknowledgement/Complete Evaluation

It is not mandatory for an employee to acknowledge the performance evaluation. When an employee doesn't acknowledge, the manager can override their acknowledgement. Managers will indicate one of two reasons for overriding an employee's acknowledgement: 1) Employee not available or 2) Employee refused to acknowledge.

Exercise(s)

Complete the exercise(s) to learn how to perform the task.

Scenario 1: Overriding Acknowledgement and Completing the Process

[View Section 2 – Lesson 2 Exercises](#)

After completing the exercise(s), close the browser to return to the course.

Step 11) View/Print the Performance Evaluation

The evaluation is now archived within Historical Documents in CAPPS Performance and its accessible to the manager and the employee. The performance evaluation can also be printed as needed.

Exercise(s)

Complete the exercise(s) to learn how to perform the task.

Scenario 1: Viewing/Printing the Performance Evaluation

[View Section 2 – Lesson 2 Exercises](#)

After completing the exercise(s) close, the browser to return to the course.

Section 3 – Manager Administrative Tasks

Objectives

After completing this section, you will be able to:

- Maintain Performance Notes
- Transfer Performance documents
- Reopen a document
- Cancel Performance Documents
- Delete Performance Documents

Outline

Manager Administrative Tasks – 30 min

Manager Administrative Tasks

Exercise(s)

The following exercise(s) provide step-by-step instructions on how to perform a task in CAPPS.

Scenario 1: Maintaining Performance Notes

Scenario 2: Transferring Performance Documents

Scenario 3: Reopening Performance Documents

Scenario 4: Canceling Performance Documents

Scenario 5: Deleting Performance Documents

[View Section 3 – Lesson 1 Exercises](#)

After completing the exercise(s), close the browser tab and return to the course.

Section 4 - Agency Administrator Administrative Tasks

Objectives

After completing this section, you will be able to:

- Create Statewide Short Document
- View Performance Documents
- Transfer Performance Documents
- Reopen Performance Documents
- Cancel Performance Documents
- Delete Performance Documents
- Run Reports and queries

Section 4 - Outline

- Performance Documents - 20 min
- Reporting - 20 min

Section 4, Lesson 1

Performance Documents

- Agency administrators will perform administrative tasks involving performance documents.

Section 4, Lesson 1 Exercises

The following exercise(s) provide step-by-step instructions on how to perform a task in CAPPS.

Performance Documents

- Scenario 1: Creating Statewide Short Performance Documents
- Scenario 2: Viewing Performance Documents
- Scenario 3: Transferring Performance Documents
- Scenario 4: Reopening Performance Documents
- Scenario 5: Canceling Performance Documents
- Scenario 6: Deleting Performance Documents

[View Section 4 – Lesson 1 Exercises](#)

After completing the exercise(s), close the browser tab and return to the course.

Section 4, Lesson 2

Reporting

- Evaluation Doc Status
- Document with Attachments
- Manager Override
- Employees without Evaluations
- Audit History

Section 4, Lesson 2 Exercises

Exercise(s)

The following exercise(s) provide step-by-step instructions on how to perform a task in CAPPS.

Reporting

- Scenario 1: Evaluation Doc Status
- Scenario 2: Document with Attachments
- Scenario 3: Manager Override
- Scenario 4: Employees without Evaluations
- Scenario 5: Audit History

[View Section 4 – Lesson 2 Exercises](#)

After completing the exercise(s), close the browser tab and return to the course.

Section 5 - Review

Course Summary

Congratulations, you have completed this course. You learned the following regarding CAPPs Performance Management:

- How to describe the Performance Management Process
- How to create Performance Management Documents
- How to define Criteria, Goals, and Competencies
- How to complete an Employee's Performance Evaluation
- How to Nominate/Track Participant(s)
- How to Approve and Request Approval from 2nd Level Manager
- How to Request an Employee's Acknowledgement
- How to View/Print Performance Evaluations
- How to perform Administrative Activities
- How to run reports and queries

Congratulations

I hope you enjoyed your training!

This course is almost complete.

This completes the course. See you next time!