

Performance Management Training for Managers and Agency Administrators

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.



Centralized Accounting and Payroll/Personnel System

Recommended Users: Managers and Agency Administrators

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Welcome

Performance Management for Manager and Agency Administrators

Welcome



Centralized Accounting and Payroll/Personnel System

Hello,

Welcome to the CAPPS HR/Payroll
**Performance Management
for Managers and Agency
Administrators (185)**
training course.

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



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Performance Management Training for Managers and Agency Administrators

Greetings

Performance Management for Manager and Agency Administrators

Greetings

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*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.*

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Housekeeping Rules

Performance Management for Manager and Agency Administrators

Housekeeping Rules

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



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Performance Management Training for Managers and Agency Administrators

Course Duration

Performance Management for Manager and Agency Administrators

Course Duration

4 Hours

You can complete it all today or by sections.

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Course Preparation

Performance Management for Employees

Course Preparation

Avoid Distractions

Select next to continue

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Performance Management Training for Managers and Agency Administrators

Course Navigation



Course Outline



Performance Management Training for Managers and Agency Administrators

Course Objectives

Performance Management for Manager and Agency Administrators

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

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Section 1 – Performance Management Overview

Performance Management for Manager and Agency Administrators

Section 1
Performance Management Overview



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Centralized Accounting and Payroll/Personnel System

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Performance Management Training for Managers and Agency Administrators

Section 1 - Objectives


Performance Management for Manager and Agency Administrators

Section 1 – Objectives

Centralized Accounting and Payroll/Personnel System

After completing this section you will be able to:

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



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Section 1 - Outline

Performance Management for Manager and Agency Administrators

Section 1 – Outline

Centralized Accounting and Payroll/Personnel System

1	CAPPS Performance Management Overview	10 min
2	Roles and Responsibilities / Key Terms	10 min


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Performance Management Training for Managers and Agency Administrators

Section 1 – Lesson 1

CAPPS Performance Management Overview

Performance Management for Manager and Agency Administrators

Section 1, Lesson 1 

Centralized Accounting and Payroll/Personnel System

1

CAPPS Performance Management Overview

10 min

What is CAPPS Performance Management?

2


Roles and Responsibilities / Key Terms

10 min

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Performance Management for Manager and Agency Administrators

Section 1, Lesson 1 

Centralized Accounting and Payroll/Personnel System

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.

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Performance Management Training for Managers and Agency Administrators

Performance Management for Manager and Agency Administrators

Section 1, Lesson 1

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Centralized Accounting and Payroll/Personnel System

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

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Performance Management for Manager and Agency Administrators

Section 1, Lesson 1

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Centralized Accounting and Payroll/Personnel System

Performance Management - Pre-Defined Goals

Add a Pre-Defined Goal









To search for Goals to add to the document select the search button. You can also enter search criteria to help refine your results.

Search Criteria

Goal: _____

Search Clear

Search Results Personalize | 25 1-8 of 8

Goals	View Details
<input type="checkbox"/> Increase customer satisfaction by 10%	
<input type="checkbox"/> Increase Cash Reserves	
<input type="checkbox"/> Cut operational expenses by 3%	
<input type="checkbox"/> Reduce Customer Complaints by 5%	
<input type="checkbox"/> Decrease Call Center Response Time by 2 minutes	
<input type="checkbox"/> Obtain additional education	
<input type="checkbox"/> Automate business process	
<input type="checkbox"/> Obtain a healthy working environment	

Select All Deselect All

Add

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

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Performance Management Training for Managers and Agency Administrators

Performance Management for Manager and Agency Administrators

Section 1, Lesson 1

Centralized Accounting and Payroll/Personnel System

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.

Add a Pre-Defined Competency

To search for Competencies to add to the document select the search button. You can also enter search criteria to help refine your results.

Search Criteria

Competency:

Search Results Personalize | 1-14 of 14

Competencies	Item Details
<input type="checkbox"/> Communication	14
<input type="checkbox"/> Customer Service	14
<input type="checkbox"/> Leadership - Manager/Executive	14
<input type="checkbox"/> Leadership - Employee	14
<input type="checkbox"/> Leadership - Team Lead	14
<input type="checkbox"/> Leadership - Team Lead	14
<input type="checkbox"/> Leadership - Employee	14
<input type="checkbox"/> Privacy and Information Security	14
<input type="checkbox"/> Problem Solving	14
<input type="checkbox"/> Professional Conduct and Development	14

Performance Management for Manager and Agency Administrators

Section 1, Lesson 1

Centralized Accounting and Payroll/Personnel System

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.

Add Your Own Item

*Title (What does the EE need to do within the year for career?)

Description

Performance Management Training for Managers and Agency Administrators

Section 1 – Lesson 2

Roles and Responsibilities / Key Terms

Performance Management for Manager and Agency Administrators

Section 1, Lesson 2

Centralized Accounting and Payroll/Personnel System

1 CAPPS Performance Management Overview 10 min

2 Roles and Responsibilities / Key Terms 10 min

- Review Key Roles and Responsibilities
- Review Key Terms

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Roles

Performance Management for Manager and Agency Administrators

Section 1, Lesson 2

Centralized Accounting and Payroll/Personnel System

Roles	Responsibility
Employee	Select each role on the left to review the corresponding responsibilities.
Manager	
Administrator	
Participant (Nominee)	

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Performance Management Training for Managers and Agency Administrators

Performance Management for Manager and Agency Administrators

Section 1, Lesson 2

Centralized Accounting and Payroll/Personnel System

Roles	Responsibility
Employee	<p>Employees will review checkpoint feedback (if applicable), complete self-evaluation, review and acknowledge the employee final evaluation.</p> <p>Employees may be asked to serve as participants.</p>
Manager	
Administrator	
Participant (Nominee)	

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Performance Management for Manager and Agency Administrators

Section 1, Lesson 2

Centralized Accounting and Payroll/Personnel System

Roles	Responsibility
Employee	<p>Managers will create documents, define and finalize criteria, nominate participants, complete performance evaluations with ratings and comments.</p> <p>Managers will also be able to reopen, cancel, delete, and request transfer performance documents to other Managers.</p>
Manager	
Administrator	
Participant (Nominee)	

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Performance Management Training for Managers and Agency Administrators

Performance Management for Manager and Agency Administrators

Section 1, Lesson 2

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Roles	Responsibility
Employee	
Manager	
Administrator →	Administrators can create, reopen, cancel, delete, and transfer documents between Managers.
Participant (Nominee)	

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Performance Management for Manager and Agency Administrators

Section 1, Lesson 2

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

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Performance Management Training for Managers and Agency Administrators

Key Terms

Performance Management for Manager and Agency Administrators

Section 1, Lesson 2 Continued	
Centralized Accounting and Payroll/Personnel System	
Key Terms	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.

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Section 2 – The Performance Management Process

Performance Management for Manager and Agency Administrators



Section 2

The Performance Management Process

Centralized Accounting and Payroll/Personnel System

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Performance Management Training for Managers and Agency Administrators

Section 2 - Objectives


Performance Management for Manager and Agency Administrators

Section 2 – Objectives

Centralized Accounting and Payroll/Personnel System

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



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Section 2 - Outline

Performance Management for Manager and Agency Administrators

Section 2 – Outline

Centralized Accounting and Payroll/Personnel System

1	Performance Management Process and Roles	10 min
2	Manager Performance Management Process Steps	50 min

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Performance Management Training for Managers and Agency Administrators

Section 2, Lesson 1 – Performance Management Process and Roles

Performance Management for Manager and Agency Administrators

Section 2, Lesson 1

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1	Performance Management Process <ul style="list-style-type: none">Describes the Performance Management process and how each role is involved.	10 min
2	Manager Performance Management Process Steps	50 min

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Performance Management for Manager and Agency Administrators

Section 2, Lesson 1

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The Performance Management Process


EMPLOYEE


MANAGER


2nd LEVEL MGR

Select a role to learn the associated responsibilities
in the Performance Management Process

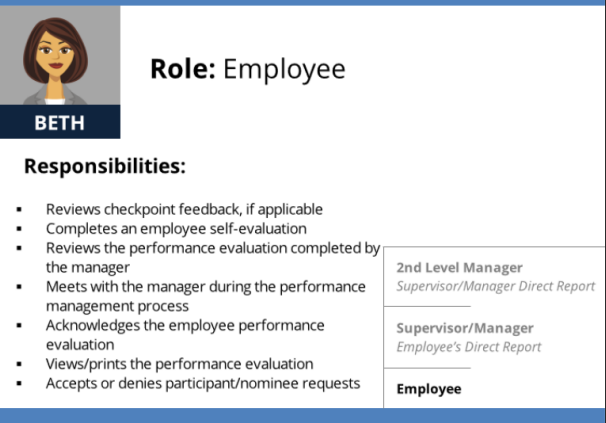
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Performance Management Training for Managers and Agency Administrators

Menu

Performance Management for Manager and Agency Administrators

Introduction
Section 1 - Overview
Section 2 - Process
Section 2, L2 - Manager Process Steps
Section 3 - Manager Administration Tasks
Section 4 - Agency Administration Tasks
Section 5 - Review



Role: Employee

BETH

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


2nd Level Manager <i>Supervisor/Manager Direct Report</i>
Supervisor/Manager <i>Employee's Direct Report</i>
Employee

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Menu

Performance Management for Manager and Agency Administrators

Introduction
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Section 2, L2 - Manager Process Steps
Section 3 - Manager Administration Tasks
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Section 5 - Review



Role: Supervisor/Manager
Employees' direct report supervisor or manager

MARY

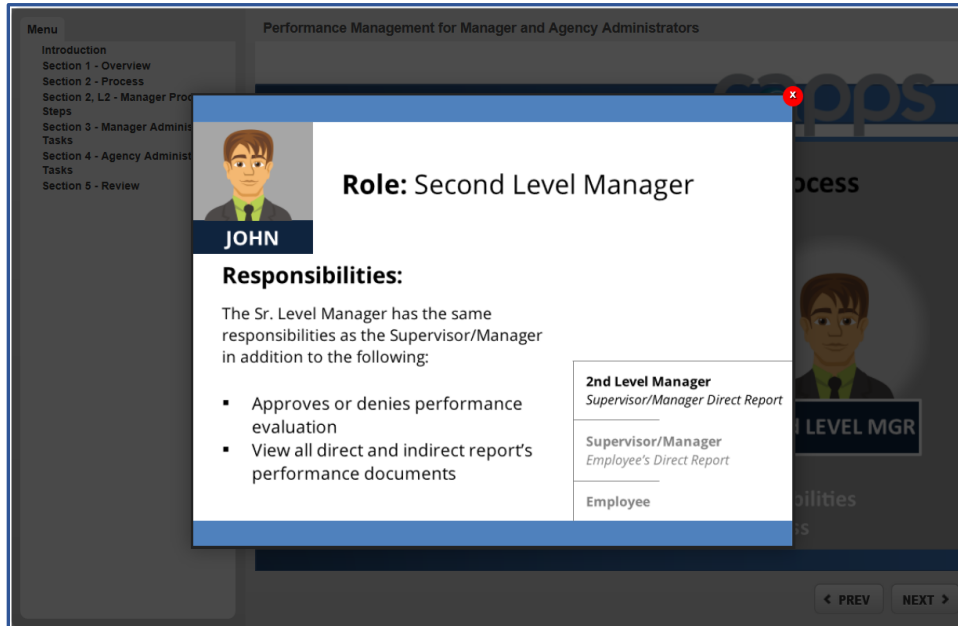
Responsibilities:

- 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

2nd Level Manager <i>Supervisor/Manager Direct Report</i>
Supervisor/Manager <i>Employee's Direct Report</i>
Employee

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Performance Management Training for Managers and Agency Administrators



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- Section 1 - Overview
- Section 2 - Process
- Section 2, L2 - Manager Process Steps
- Section 3 - Manager Administration Tasks
- Section 4 - Agency Administration Tasks
- Section 5 - Review

Performance Management for Manager and Agency Administrators

JOHN

Role: Second Level Manager

Responsibilities:

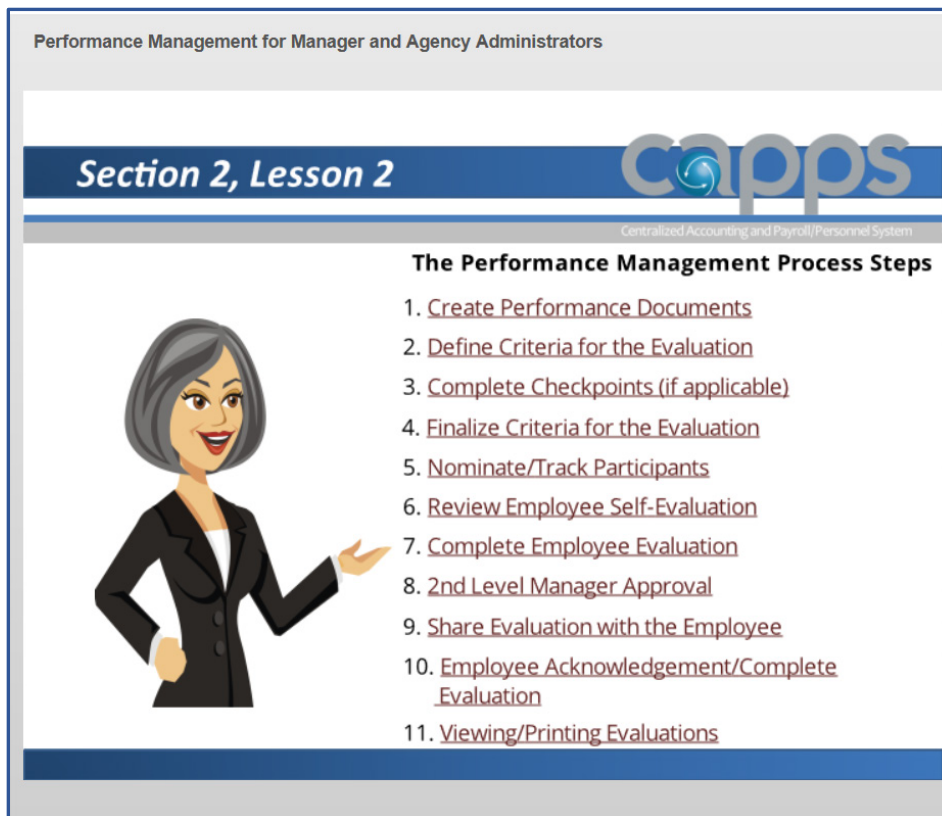
The Sr. Level Manager has the same responsibilities as the Supervisor/Manager in addition to the following:

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

2nd Level Manager
Supervisor/Manager Direct Report
Supervisor/Manager
Employee's Direct Report
Employee

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Section 2, Lesson 2 – The Manager Performance Process Steps



Performance Management for Manager and Agency Administrators

Section 2, Lesson 2

Centralized Accounting and Payroll/Personnel System

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 Evaluations](#)

Performance Management Training for Managers and Agency Administrators

Step 1.

Performance Management for Manager and Agency Administrators


Section 2, Lesson 2 Continued

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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.
Creating Performance Document
Scenario 1: Creating Statewide Long Document

☐ Check the box when you are ready to view the next step in the process.

STEP 1

MANAGER

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

Step 2.

Performance Management for Manager and Agency Administrators


Section 2, Lesson 2 Continued

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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.
Defining Criteria
Scenario 1: Updating the Current Long Document
Scenario 2: Creating and Updating Short Document
Scenario 3: Cloning an Existing Long Document

☐ Check the box when you are ready to view the next step in the process.

STEP 2

MANAGER

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

Performance Management Training for Managers and Agency Administrators

Step 3.

Performance Management for Manager and Agency Administrators

Section 2, Lesson 2 Continued


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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 employees' progress toward achieving the assigned goal(s) and complete the evaluation at specific **checkpoints** depending upon the agency. This information can then be accessed and used on the employees performance evaluation document.

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

Tracking Employee Goal Progress
Scenario 1: Completing Checkpoint 1
Scenario 2: Skipping 2

☐ Check the box when you are ready to view the next step in the process.

STEP 3

MANAGER

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

Step 4.

Performance Management for Manager and Agency Administrators

Section 2, Lesson 2 Continued


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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.

Finalizing Evaluation Criteria
Scenario 1: Finalizing Evaluation Criteria

☐ Check the box when you are ready to view the next step in the process.


STEP 4

MANAGER

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

Performance Management Training for Managers and Agency Administrators

Step 5.

Performance Management for Manager and Agency Administrators

Section 2, Lesson 2 Continued 


Centralized Accounting and Payroll/Personnel System

The **Manager** may nominate up to 5 employees to provide feedback on the competencies of their direct report.

The nomination to participate can be accepted or declined.

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.
Nominating Participants
Scenario 1: Nominating/Tracking Participants
Scenario 2: Reviewing Participant Evaluations



MANAGER

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

☐ Check the box when you are ready to view the next step in the process.

Step 6.


Performance Management for Manager and Agency Administrators

Section 2, Lesson 2 Continued 

Centralized Accounting and Payroll/Personnel System

The **Manager** reviews the employee self-evaluation in preparation for completing their final evaluation.

Exercise(s)
Complete the exercise(s) to learn how to perform the task.
Reviewing Employee Self-Evaluation
Scenario 1: Reviewing the Employee Self-Evaluation


MANAGER


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

☐ Check the box when you are ready to view the next step in the process.

Performance Management Training for Managers and Agency Administrators

Step 7.

Performance Management for Manager and Agency Administrators

Section 2, Lesson 2 Continued 

Centralized Accounting and Payroll/Personnel System

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.

Employee Final Performance Evaluation

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

☐ Check the box when you are ready to view the next step in the process.

STEP 7




MANAGER

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

Step 8.

Performance Management for Manager and Agency Administrators

Section 2, Lesson 2 Continued 

Centralized Accounting and Payroll/Personnel System

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.



Manager and 2nd Level Manager Approval

Scenario 1: 2nd Level Manager Approval/Denial

Scenario 2: Viewing the Approval Status

☐ Check the box when you are ready to view the next step in the process.

STEP 8




MANAGER 2nd LEVEL MGR

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

Performance Management Training for Managers and Agency Administrators

Step 9.

Performance Management for Manager and Agency Administrators

Section 2, Lesson 2 Continued 

Centralized Accounting and Payroll/Personnel System

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.

Share Performance Evaluation

Scenario 1: Sharing the Performance Evaluation with the Employee

☐ Check the box when you are ready to view the next step in the process.

STEP 9




MANAGER

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

Step 10.

Performance Management for Manager and Agency Administrators

Section 2, Lesson 2 Continued 

Centralized Accounting and Payroll/Personnel System

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.

Overriding the Employee's Acknowledgement

Scenario 1: Overriding Acknowledgement and Completing the process

☐ Check the box when you are ready to view the next step in the process.

STEP 10



MANAGER

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

Performance Management Training for Managers and Agency Administrators

Step 11.

Performance Management for Manager and Agency Administrators

Section 2, Lesson 2 Continued

The evaluation is now archived within Historical Documents in CAPPS Performance and is 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.

Printing the Performance Evaluation

Scenario 1: Viewing/Printing the Performance Evaluation

☐ Check the box when you are ready to view the next step in the process.

STEP 11



MANAGER


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

Section 3 – Manager Administrative Tasks

Performance Management for Manager and Agency Administrators



Section 3
*Manager
Administrative
Tasks*


Centralized Accounting and Payroll/Personnel System

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Performance Management Training for Managers and Agency Administrators

Section 3 - Objectives


Performance Management for Manager and Agency Administrators

Section 3 – Objectives

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Centralized Accounting and Payroll/Personnel System

After completing this section you will be able to:

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



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Section 3 - Outline

Performance Management for Manager and Agency Administrators

Section 3 - Outline

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1 Manager Administrative Tasks 30 min

Exercise(s)

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

Manager Administrative Tasks

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

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

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Performance Management Training for Managers and Agency Administrators

Section 4 – Agency Administrator Administrative Tasks

Performance Management for Manager and Agency Administrators



Section 4
*Agency Administrator
Administrative Tasks*




Centralized Accounting and Payroll/Personnel System

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Section 4 - Objectives

Performance Management for Manager and Agency Administrators


Section 4 – Objectives



Centralized Accounting and Payroll/Personnel System

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




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Performance Management Training for Managers and Agency Administrators

Section 4 - Outline

Performance Management for Manager and Agency Administrators

Section 4 – Outline 


Centralized Accounting and Payroll/Personnel System

1	Performance Documents	40 min
2	Reporting	20 min

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Section 4, Lesson 1 – Performance Documents

Performance Management for Manager and Agency Administrators

Section 4, Lesson 1 

Centralized Accounting and Payroll/Personnel System


1	Performance Documents <ul style="list-style-type: none">• Agency administrators will perform administrative tasks involving performance documents.	40 min
2	Reporting	20 min

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Performance Management Training for Managers and Agency Administrators

Section 4, Lesson 1 Exercises

Performance Management for Manager and Agency Administrators

Section 4, Lesson 1 Exercises 


Exercise(s)

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


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



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Section 4, Lesson 2

Performance Management for Manager and Agency Administrators

Section 4, Lesson 2 

1 Performance Documents 40 min

2 Reporting 20 min


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

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Performance Management Training for Managers and Agency Administrators

Section 4, Lesson 2 Exercises

Performance Management for Manager and Agency Administrators

Section 4, Lesson 2 Exercises 

Centralized Accounting and Payroll/Personnel System


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

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



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Section 5 - Review

Performance Management for Manager and Agency Administrators

 **Section 5**
Review



Centralized Accounting and Payroll/Personnel System


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Performance Management Training for Managers and Agency Administrators

Course Summary

Performance Management for Manager and Agency Administrators

Course Summary


Centralized Accounting and Payroll/Personnel System



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


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Conclusion

Performance Management for Employees

Conclusion


Centralized Accounting and Payroll/Personnel System



This completes the course.

See you next time!

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