

## **Performance Management for Employees**

Welcome to CAPPs HR/PAYROLL End-User Training (EUT)  
Agency Performance Management  
Course Number: 190

Course Name: Performance Management for Employees

This course does NOT contain audio.

Recommended Users: Employees

### ***Welcome***

Welcome to the CAPPs HR/Payroll Performance Management for Employees (190) training course.

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

### ***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

### ***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

### ***Course Duration***

This course will take approximately two. 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.

### **2 Hours**

This course will take approximately 2 hrs. You can complete it all today or by sections. It's really up to you!

### ***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 four sections. Throughout each section, you will learn how to use CAPPs Performance Management functionality. The four sections are:

- [Section 1](#) - Overview
- [Section 2](#) - The Performance Process and Roles
- [Section 3](#) - Employee Performance Management Activities
- [Section 4](#) - 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
- Perform Employee Performance Management Activities

### ***Section 1 - Objectives***

After completing this section, you will be able to:

- Describe the CAPPs Performance Management process
- 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.

Performance Management allows Employees to:

- View current evaluation from your Manager
- Complete a Self-Evaluation
- Acknowledge Final Evaluation
- View Historical Evaluations
- Participate as a Nominee

### **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**

Managers can describe 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 to 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.

**Workflow Email** - These are automated emails setup to be sent upon certain actions within the system.

## ***Section 2 – The Performance Management 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 Employees

### ***Outline***

Performance Management Process and Roles - 10 min

Employee Performance Management Process Steps - 60 min

## **Section 2, Lesson 1**

### **The Performance Management Process Roles**

Employee/ Manager / Sr. Level Manager

#### **Role: Employee**

Responsibilities:

- Reviews checkpoint feedback, if applicable
- Completes an employee self-evaluation
- Review 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**

Employee's direct report supervisor or manager

Responsibilities:

- Creates performance documents
- Defines and finalizes evaluation criteria
- Completes checkpoints, if applicable
- Reviews employee self-evaluation
- Nominate participants, if applicable
- Completes performance evaluation for all direct reports
- Share and reviews performance evaluation
- Submits the evaluation for approval to the 2<sup>nd</sup> level manager
- View all direct report documents

#### **Role: 2<sup>nd</sup> Level Manager**

Responsibilities:

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

- Approves or denies the performance evaluation
- View all direct and indirect reports and documents.

## **Section 2, Lesson 2**

### **Employee Performance Process Steps**

- 1) Review Defined Criteria (if applicable)
- 2) Review Checkpoints (if applicable)
- 3) Complete Employee Self-Evaluation
- 4) Respond to Nominee/Participant Request
- 5) Review Employee Evaluation
- 6) Acknowledge Evaluation
- 7) View/Print Historical Documents

#### **Step 1) Reviewing Defined Criteria**

The Manager can share the Define Criteria with the employee. Defined criteria is the Purpose, Goals/Objectives, Competencies, and Career Development on which the employee will be evaluated.

##### **Exercise:**

Complete the exercise to learn how to perform the task.

##### **Scenario 1:** Reviewing Defined Criteria

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

After completing the exercise, close the browser to return to the course.

#### **Step 2) Reviewing Checkpoint Feedback**

The Manager can track the progress of their direct reports during the evaluation period. If applicable, they can use Checkpoints to evaluate the employee referring to notes regarding the employee's progress toward achieving assigned goals. The feedback should be discussed and reviewed with the employee.

##### **Exercise:**

Complete the exercise to learn how to perform the task.

##### **Scenario 1:** Reviewing Checkpoint 1 Feedback

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

After completing the exercise, close the browser to return to the course.

### **Step 3) Completing the Employee Self-Evaluation**

The employee will complete their employee self-evaluation when notified by their manager. The employee will review the Goals/Objectives, Competencies, and Career Development sections and determines how they should rate themselves based upon their performance.

#### **Exercise:**

Complete the exercise to learn how to perform the task.

#### **Scenario 1:** Completing the Employee Self-Evaluation

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

After completing the exercise, close the browser to return to the course.

### **Step 4) Respond to Nominee/Participant Request**

The Manager may nominate up to five employees to provide feedback on the competencies of their direct report. This request can be made throughout the evaluation process and not necessarily within a specific step. The employee can decide to accept or deny the nomination to participate. If the employee accepts the nomination, they will fill out a participant evaluation for the selected employee. (The Participant/Nominee's comments are not visible to the employee.

#### **Exercise:**

Complete the exercise to learn how to perform the task.

Scenario 1: Accepting and Completing the Participant Evaluation

Scenario 2: Declining the Participant Request

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

After completing the exercise, close the browser to return to the course.

### **Section 5) Reviewing Employee Final Performance Evaluation**

The Manager completes the final performance evaluation for their (direct reports) employees, submits and receives approval from the 2<sup>nd</sup> level manager.

The employee will review their final employee evaluation once shared by the manager. The employee is able to review and comment on the final evaluation.

**Exercise:**

Complete the exercise to learn how to perform the task.

**Scenario 1:** Reviewing the employee final performance evaluation

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

After completing the exercise, close the browser to return to the course.

**Section 6) Acknowledging the Evaluation**

The employee will receive a request from their manager to acknowledge the employee final evaluation. However, it is not mandatory for an employee to acknowledge.

The manager can override the employee’s acknowledgement of the evaluation for two reasons: 1) The employee is not available; 2) the employee refuses to acknowledge.

**Exercise:**

Complete the exercise to learn how to perform the task.

**Scenario 1:** Acknowledging the Evaluation

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

After completing the exercise, close the browser to return to the course.

**Section 7) Viewing/Printing the Performance Evaluation**

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:**

Complete the exercise to learn how to perform the task.

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

Scenario 1: Viewing/Printing the Performance Evaluation



### ***Section 3 - 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 describe the roles involved in the process
- How to enter complete an Employee's Self-Performance Evaluation
- How to participate as a nominee
- How to review and acknowledge an Employee's Final Evaluation
- How to View/Print Historical Performance Evaluation

#### ***Congratulations***

I hope you enjoyed your training!

This completes the course. See you next time!