

CITY OF APPLETON PERSONNEL POLICIES	TITLE: PERFORMANCE MANAGEMENT	
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I. PURPOSE

Performance Management Evaluations shall be considered in decisions affecting placement, salary adjustment, overtime assignments, promotions, transfers, demotions, corrective action or dismissal, order of lay-off, re-employment and training.

II. POLICY

It is the policy of the City of Appleton to administer a Performance Management Program which will: help assess an employee's work performance and effectiveness; allow the employee and supervisor to set objective goals and review them; review competencies assigned to the position; suggest constructive action for improvement; suggest constructive action for development and training; and provide positive feedback in areas of excellence.

III. DISCUSSION

The Human Resources Director shall be responsible for the overall administration of the employee Performance Management Program and is responsible for insuring that procedures are handled according to the provisions of this policy.

IV. DEFINITIONS

A. Exemplary Performance:

Performance consistently exceeds job requirements. Demonstrates unusually high level of performance relative to all assignments and objectives. Distinguished performance overall. In addition to receiving the required points, employees must be rated at least above target in each of the goals and competencies to be eligible for exemplary pay for performance.

B. Above Target Performance:

Performance meets and often exceeds job requirements. Demonstrates successful performance on all major assignments and objectives and consistently exceeds position requirements in some areas. In addition to receiving the required percentage, employees must be rated at least on target in each of the goals and competencies to be eligible for above target pay for performance.

C. On Target Performance:

Performance consistently meets job requirements. Demonstrates successful performance on all or most major assignments and objectives. Employees must be at least on target in each of the goals and competencies to be eligible for on target performance.

D. Below Target Performance:

Performance is inconsistent; meets some job requirements but not consistently. Overall performance is below the acceptable level and must improve to meet minimum position requirements.

E. Goals: Meaningful, measurable duties that reflect what the employee is expected to accomplish over a period of time.

F. Competencies: Measurable or observable knowledge, skills, abilities and behaviors critical to success in a job. Competencies categorized by City employee group can be found on the Intranet under Forms/Human Resources/Competencies or under the S:\Competencies folder in Microsoft Word.

G. Development Plan: A set of goals given to an employee as a result of the employee's performance. The development plan should give specific details of the areas on which the employee should focus—either to enhance positive performance or improve deficient performance.

H. Performance Evaluation (PE): On-line tool used to evaluate the goals/competencies for each position.

Employees who do not meet the requirements for a particular level of performance, may still be eligible for a performance adjustment based on unique circumstances. The Department Director must make a recommendation along with justification to Human Resources along with the employees completed evaluation for that year as outlined in the Salary Administration Policy.

V. PROCEDURE-REGULAR FULL-TIME AND REGULAR PART-TIME EMPLOYEES

Each supervisor and employee shall follow the timelines and procedures outlined below:

A. Initial Appointment to a Position: Each employee shall be formally evaluated at month three following appointment to a position. In the Trial Period Evaluation, employees will be evaluated by their supervisor on basic expectations for the position, along with the five competencies for their position.

B. Completion of Trial Period: When the Trial Period Evaluation is completed, the employee will be assigned an annual review form. The employee should work with their supervisor to add goals to his/her evaluation form based on his/her job description. The five competencies for the position will be pre-loaded into the employee's evaluation form. The goals shall be reviewed and approved by the employee's supervisor, and if required, by the Department Director. The employee's supervisor shall determine the number of goals, no more than five, based on the position.

- C. **On-going Review:** Supervisors are encouraged to utilize the on line PE system and meet with employees to document performance, address matters needing attention and give feedback on goals and competencies throughout the year.
- D. **Year-end Review:** Employees and supervisors shall meet prior to the evaluation due date to review performance for that year. The employee shall evaluate each goal and competency based on the following ratings: exemplary, above target, on target and below target. The employee shall indicate the rating for each goal and competency and make comments on how each goal/competency was accomplished. After the employee completes rating the evaluation the employee must forward the evaluation to their supervisor for rating. The supervisor shall indicate the rating for each goal and competency and make comments on how each goal/competency was accomplished. After the supervisor complete rating the evaluation the supervisor must forward the evaluation to the supervisor's supervisor, etc. The Department Director shall approve all evaluations for their department. All employees are required to electronically sign the year-end evaluation through the on-line PE system.
- E. **Review by Human Resources:** Human Resources will review to ensure consistency of all Performance Management Evaluations and recommendations from the supervisors before making the salary adjustments. The forms will be reviewed for accuracy, completeness, and justification based on the City's Salary Administration Policy. Human Resources will work with department directors to follow-up with the appropriate supervisors to obtain further supporting documentation if needed.
- F. **Electronic Input:** All responses and ratings shall be put into the NEO.gov electronic Performance Management system and will become part of the employee's permanent record.
- G. **Employee Responses:** Employees will be required to rate themselves with a numeric rating for all goals and competencies. It shall be an expectation that employees provide comments for each of the goals and competencies in the evaluation, to be eligible for the general pay adjustment or pay for performance.
- H. **Supervisor Changes:** Supervisors shall be responsible for evaluating any employees, who are promoted or change positions, if they supervised the employee for the majority of the year.
- I. **Supervisors Leaving City Employment:** Supervisors who leave City employment shall be responsible for completing evaluations prior to their leaving for all employees under their supervision.
- J. **Development Plans/Training:** Development plans can be used to enhance already positive performance or to address areas of deficiencies.

- a. **To Enhance Positive Performance**

If there is an area in which the employee or his/her supervisors would like to improve on more, the employee and supervisor can identify goals and opportunities by which to develop these skills. Examples of opportunities **that**

may be pursued include on the job training, offsite training, and assigning higher levels of responsibility and or special projects that allow the employee to gain new skills and increase overall knowledge and abilities.

b. To Address Performance Deficiencies

Supervisors must create Development Plan goals for each area rated below target and whenever there is significant concern about negative changes in an employee's performance. Development plans must include follow-up until such time the employee's performance improves to the satisfaction of the supervisor and must be placed in the NEO.gov electronic Performance Management system and will become part of the employee's permanent record.

- K. Long-Term Retention of Performance Management Records:** Upon termination of employment, the Human Resources Department will keep a copy of the employee's performance evaluations, along with a final training report for the individual employee to his/her personnel folder for future reference.