



# *Innovative Performance Management for Engaged Leaders*

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# Understanding Performance

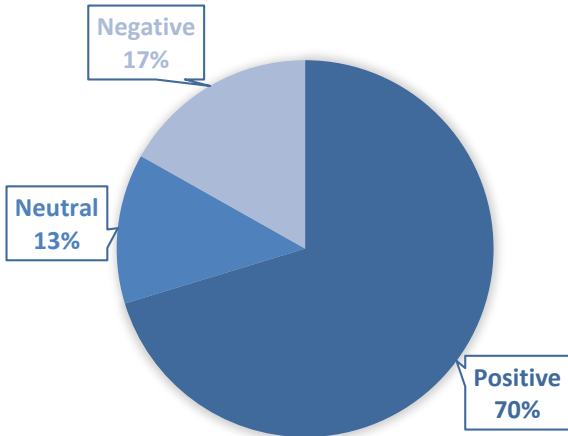




# Performance Management Challenges

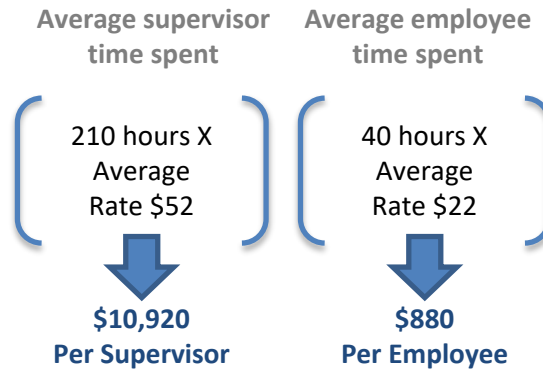
## Defining Performance

In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (for example, Fully Successful, Outstanding)



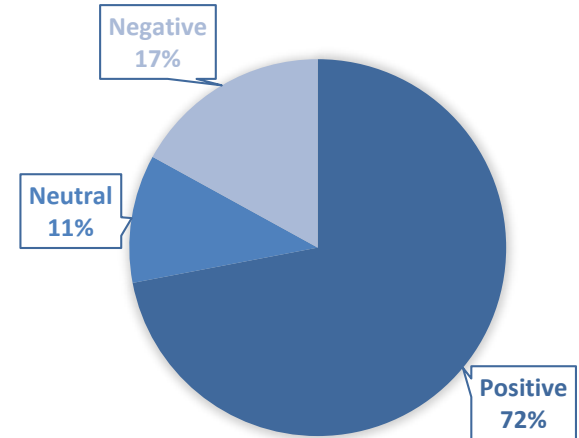
## Paper is Time Consuming

Typical activities include manager training, setting goals, preparing documents, making ratings, meeting with employees



## Perceptions of Fairness

My performance appraisal is a fair reflection of my performance





# The Truth About Performance Management

Employees don't hate performance management...

They hate bad performance management programs...

Good performance management improves job satisfaction, perceptions of fairness, performance, and organizational success





# PRESIDENT'S MANAGEMENT AGENDA

## Leading the process to define the future Civil Service

The President's Management Agenda (PMA) is a comprehensive strategy to make government more efficient, effective, and accountable through three pillars:

### Mission

A modern workforce will deliver mission outcomes the public expects by focusing on high value, high impact work in order to deliver effective outcomes the public expects.

### Service

A modern workforce will improve customer service for the 21st century by facilitating faster, more convenient, and more cost-effective customer experiences.

### Stewardship

A modern workforce leads to better stewardship of taxpayer dollars by utilizing new approaches, increasing transparency, and delivering better services.

This Administration will pursue lasting progress through the holistic efforts of these three key drivers:



**Modern information technology (IT)** will serve as the core resource for Government to meet the needs and expectations of Americans while keeping sensitive data secure.



**Data, accountability, and transparency** will provide the foundation to deliver better outcomes to the public and hold agencies accountable to taxpayers.



**A modern workforce** calls for civil service reforms to empower everyone from senior leaders to front-line managers to better align skills with evolving mission needs.

*“We must change the way that the Federal Government serves its citizens. A Federal Government that is accountable to all Americans is one that is nimble and evolves with technological changes. My plan will enable Americans to be better served by their government.”*  
—President Donald J. Trump



# People – Workforce of the Future

## CAP 3: Workforce for the 21st Century

### 1. Improve Employee Performance Management & Engagement Strategies:

- Provide support to managers, equipping them to manage effectively.
- Streamline performance management and dismissal procedures.
- Increase the link between pay and performance, and regularly reward high performers.
- Strengthen organizational management practices and accountability for employee engagement.
- Focus intense employee engagement improvement efforts on the lowest performing organizations, to reduce mission risk.



# Actions to Improve Employee Performance Management



## **MISSION** IT Modernization

- ✓ Review and Update Formal Agency Policy
- ✓ Implement Automation



## **SERVICE** Data, Accountability, and Transparency

- ✓ Provide Transparency around the Performance Improvement Plan (PIP) Process
- ✓ Establish Real-Time Supervisor Support Mechanisms



## **STEWARDSHIP** People – Workforce of the Future

- ✓ Ensure Supervisors and Supporting HR Staff are Appropriately Trained
- ✓ Ensure Accountability in Supervisor Performance Plans



# Thank You

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