

Performance management in the public service



What are my rights?

You have the right to:

- be given a copy of your performance management agreement (PMA) prior to your review;
- be assessed by someone who has observed or been aware of your performance for **at least half** of the period being evaluated;
- make written comments that will be attached to the PMA; and
- be given an opportunity to sign the PMA.

What should I know?

- Performance management should be an ongoing dialogue throughout the year
- A Succeed+ rating should lead to a talent management plan
- A Succeed– rating can lead to an action plan
- Management is using PMAs more frequently as tool in staffing processes
- Your PMA should be based on SMART objectives

What are SMART objectives?

- A SMART objective is:

Specific - it describes a specific action, behaviour, outcome or achievement that is observable

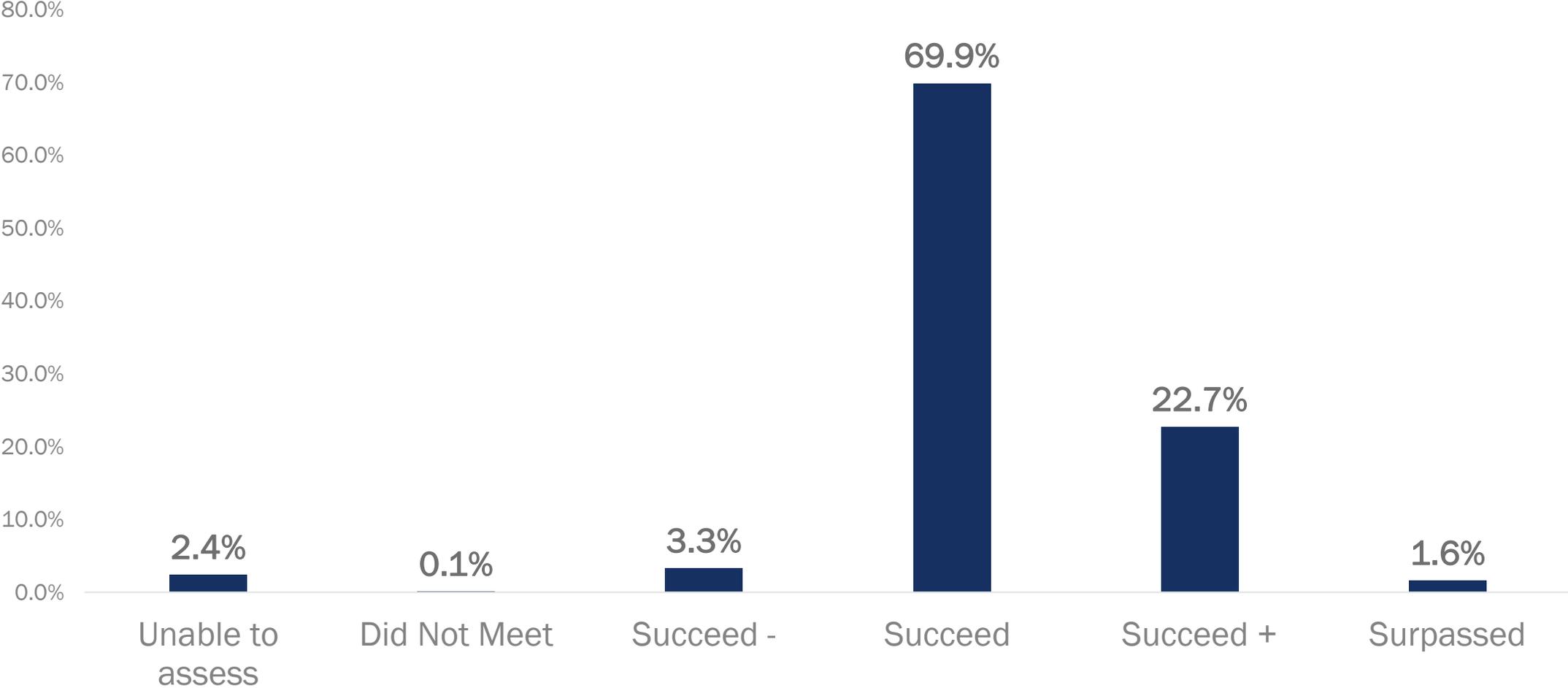
Measurable - it is quantifiable and has indicators associated with it so it can be measured

Audience-specific - it is appropriate and relevant to your target audience

Realistic - it is achievable with the available resources

Time-Bound - it states the time-frame within which the objective will be achieved

Typical Performance Rating Distribution



Preparing for PMA discussions

- Beginning of the year
 - Ask your supervisor for your SMART objectives
 - Ask questions and seek clarification if needed
 - Discuss your goals and/or learning needs
- Mid-year to year-end
 - Review your PMA
 - Reflect on whether you have met or are on the way to meeting your objectives
 - Prepare your questions and comments ahead of time
 - Discuss any issues/concerns about your PMA with your supervisor
 - Be open to feedback
 - Attach your comments

Best practices

- Maintain an ongoing dialogue through the year
- Ask questions and seek feedback
- Use your “comment” box wisely
- Keep records of your successes and challenges
- Take ownership of your learning