

# 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:

**S**pecific - it describes a specific action, behaviour, outcome or achievement that is observable

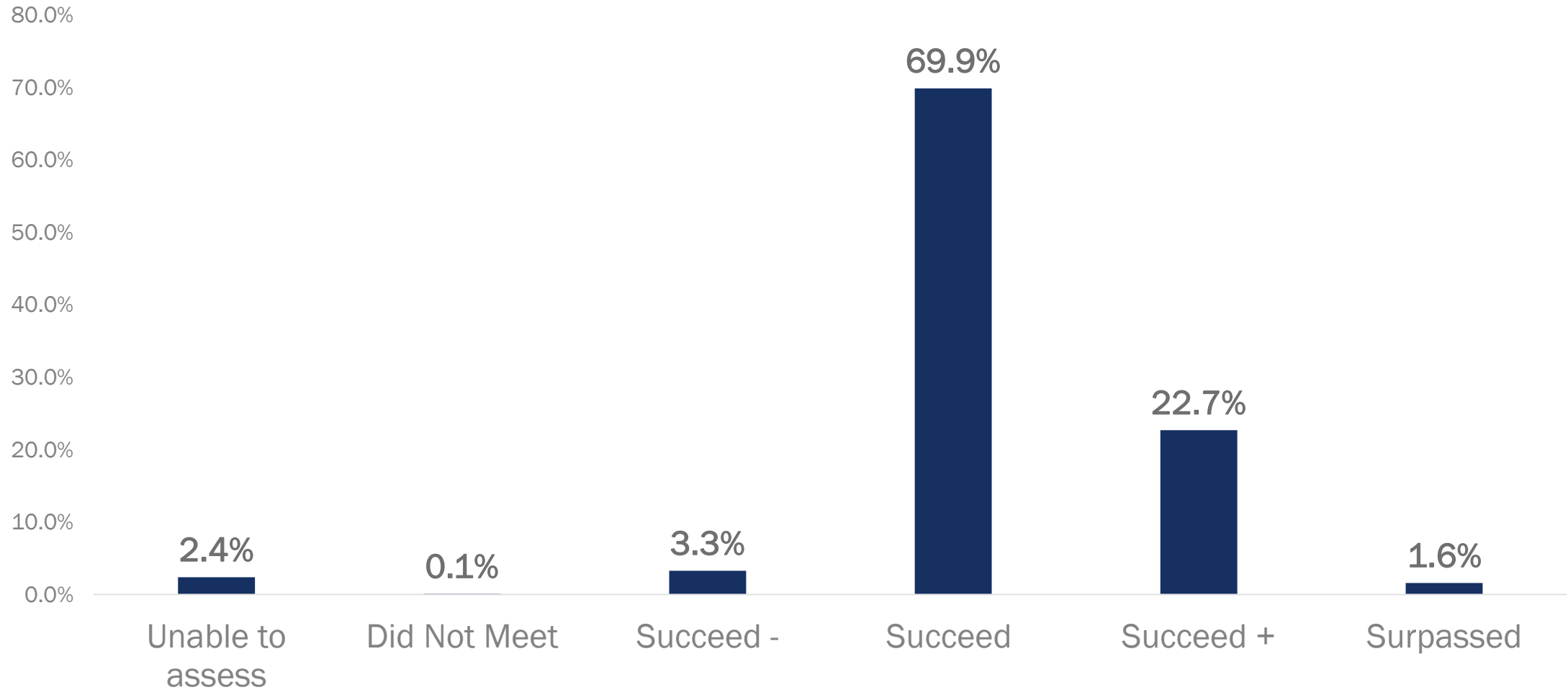
**M**easurable - it is quantifiable and has indicators associated with it so it can be measured

**A**udience-specific - it is appropriate and relevant to your target audience

**R**ealistic - it is achievable with the available resources

**T**ime-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

# PMAs: Fact or fiction

- Once the year end assessment has been completed and “locked in” it cannot be changed: **false**
- There is a cap on the number of “succeed +” and “surpassed” that can be given by a department: **false**
- Multiple years of poor performance ratings could lead to demotion or termination: **true**
- Performance objectives cannot be changed during the year: **false**
- By signing my PMA it implies that I agree with it: **false**
- No one can view my PMA without my permission: **false**