Creating a Performance Excellence Environment

What is Performance Excellence?

Performance Excellence at the State of Indiana involves the following five practices that enable a high-performance culture: Setting Expectations, Measuring Progress, Giving and Considering Feedback, Evaluating Effectiveness, and Continuous Employee Development.

These practices enable the organization to:
- strengthen employee-manager partnerships,
- attract, engage, and retain diverse talent, and
- deliver great government service.

What's in it for me and my team?

- The ability to differentiate employee performance and effectively evaluate your team.
- A feedback loop to:
  - increase the effort and productivity of employees,
  - improve employee engagement and retention,
  - identify and determine ways to improve performance, and
  - establish and maintain a high morale and teamwork attitude
- The ability to focus development efforts and have more meaningful career discussions

Five things you can do to create this environment for your team

1. Align SMART business performance goals with employee expectations using the Job Profile, Competency Assignment, and SMART performance goals.
2. Hold employees accountable for tracking goal progress and development to prepare for one-on-one meetings using the Goal Plans or Continuous Performance Management (CPM).
3. Partner with employees to create meaningful development plans using the Development Goal Plan.
   - Don't forget to create your own!
4. Schedule 10-15 minutes each week to track your progress and work activities.

5. Take timely action when prompted throughout the Performance Review Cycle.

Keep these things in mind…

1. The INSPD Division of Workforce Strategy & Performance strives to help agencies define and engage the talent they need to achieve business results using Performance Excellence practices.
2. Establishing common Performance Excellence practices across our organization enables us to streamline and ensure a consistent experience for our customers.
3. The SAP SuccessFactors is a useful tool to manage talent and performance, and it is most valuable when you use it often.
4. There are three major processes in SAP SuccessFactors that all employees and managers should participate in: Goal Setting, Goal Tracking via the Goal Plan or CPM, and Performance Appraisal.
5. When using SAP SuccessFactors, there is often more than one way to do things. Job aids and quick-step guides in SAP SuccessFactors Jam can help.
6. Use the system to document employee performance & development throughout the year, calibrate goals and talent, identify future leaders, and prepare yourself for the next advancement opportunity.

How can I learn more?

Learn more about the Performance Review Cycle and Performance Excellence practices via SAP SuccessFactors Jam or by contacting the INSPD Division of Workforce Strategy & Performance at performancemanagement@spd.in.gov. The below training courses are recommended for managers and supervisors seeking to build or refresh their management skills.

State of Indiana Training Curriculum for Managers and Supervisors

- Foundations of Effective Evaluation
- Engaging in Effective Feedback
- Building a Culture of Accountability
- Improving Poor Performance with Intervention

Click here for information to register for or complete these courses and more.