# How to: Track Performance Goals (CPM/CF)

Tools: Continuous Performance Management & Continuous Feedback

A common misconception is performance management is only addressed twice a year, during goal setting and the performance review. As a manager, it is important to remember to get the best out of your employees and your team. Performance management is a year-round process. One of the many benefits of SuccessFactors is the ability to provide our employees with this feedback through utilizing the Continuous Performance Management (CPM) and Continuous Feedback (CF) tools.

Continuous Performance Management (CPM) is a useful tool in any mangers toolkit. CPM helps improve employee engagement and work performance by facilitating frequent check-ins and an interactive goal and activity management experience. By creating a plan of activities to achieve goals, employees and managers can better ensure work activities align with the goals and strategies of the department and/or agency.
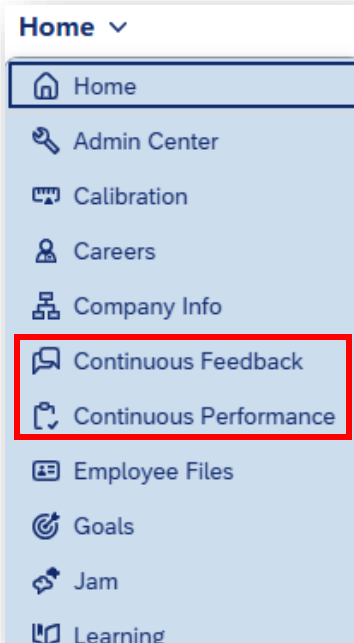
Goal & Activity Progress Tracking: One of the most common approaches to using CPM is tracking goals and activity progress. Creating an activity tile allows the employee to detail what action they will take or have taken towards achieving a performance or development goal; however, activities do not have to be connected to a goal.

One-on-One Meeting Preparation & Tracking: A great benefit to using CPM for employees and managers is how it helps both roles prepare for and track one-on-one meetings. The Start Meeting feature allows users to capture private one-on-one (1:1) meeting notes, share topics for discussion, and update activity status and comments. Any notes, topics, or activity updates captured during a 1:1 can be reviewed later via the Meeting History tab.

Increase Ease of Assessments with Achievement Visibility: To make self and manager assessments more effective and save time, completed activities in CPM can be marked as an achievement to celebrate milestones. Activities marked as an achievement and connected to a performance goal are visible on Performance Progress Reviews, Interim Reviews, and Performance Appraisals.

Continuous Feedback (CF): Users of Continuous Feedback can give, request, and receive feedback from anyone at any time, and connect responses to goal activities and achievements. With Continuous Feedback, managers can solicit feedback for their direct reports to view, and employees have the option to share directly requested and unsolicited feedback with their manager.

Additional Resources: JAM 🔧 IMC 🔧 INSPD