

THE



Employee
Empowerment
Program

for Continuous Engagement, Performance, Development,
and Retention of Our Employees



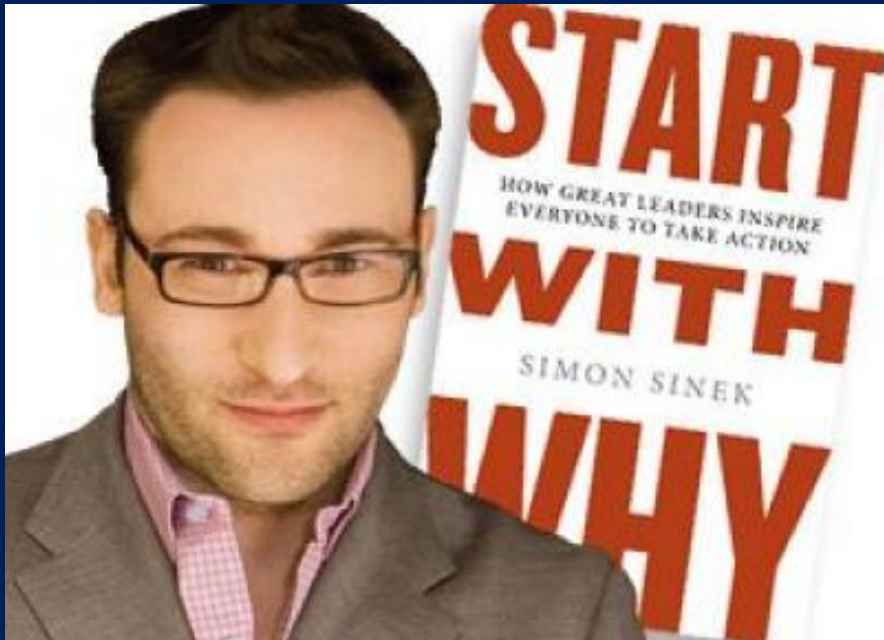
Because Every Person Drives Results.

EMPOWER YOURSELF

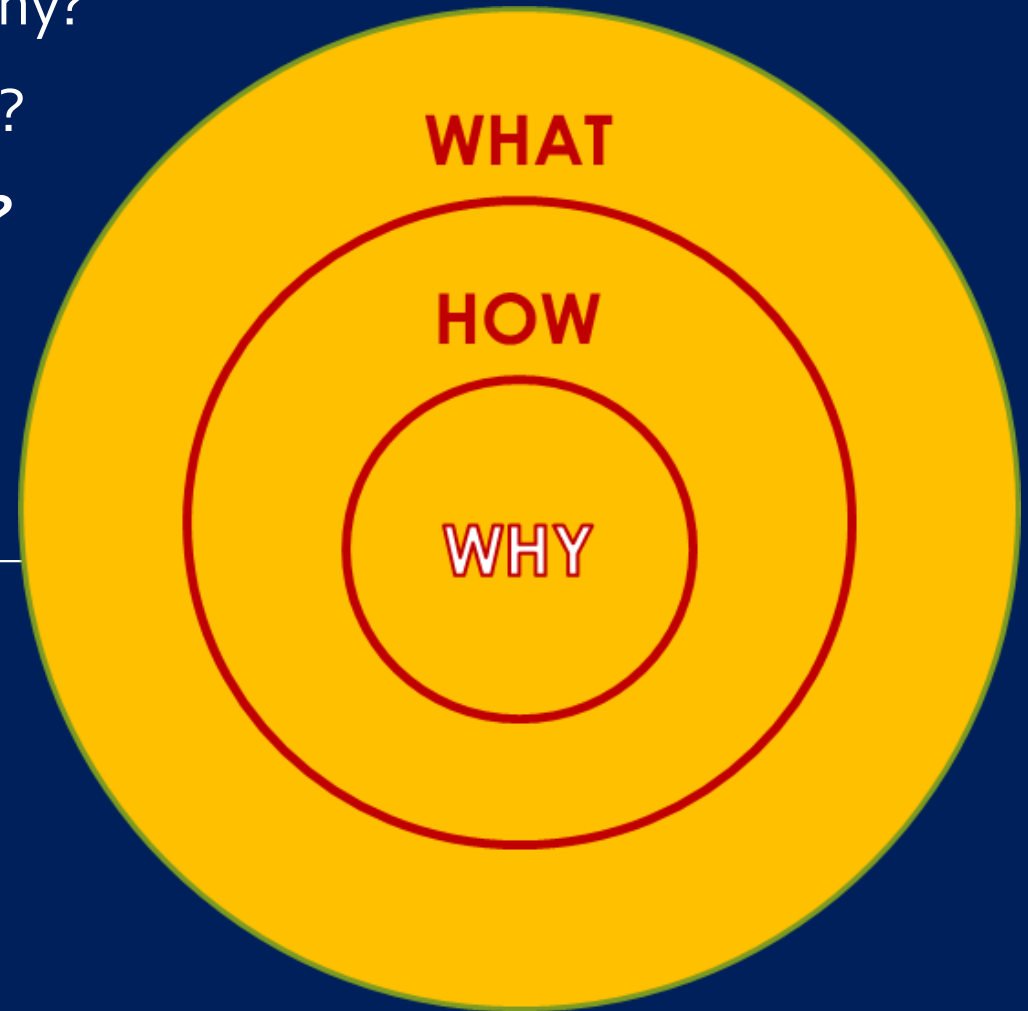
Start with why?

...but why?

Why not?



TED Ideas worth spreading



Today's 90-Minute Full Cycle Adventure in Performance

Speaker	Topic
Molly	<ul style="list-style-type: none">• The Story of How We Arrived Where We Are Today• Your UNCW Journey Starts with "Why?"
Olivia	<ul style="list-style-type: none">• Timeline & Appraisal Tool• Institutional & Individual Goals
Molly	<ul style="list-style-type: none">• Forward-Focused Talent Conversations• Learning & Talent Development• Your Next Steps towards Success

Employee Timeline



Employee Empowerment Program



Because Every Person Drives Results.

Full Cycle Performance 2016-2017 Employee Timeline Transition Year



transition cycle dates

Former CALENDAR YEAR cycle:
Your transition cycle will be 15-month,
from **January 2016 - March 2017.**

Former FISCAL YEAR cycle:
Your transition cycle will be 9-month,
from **July 2016 - March 2017.**

*note of clarity

This is where year one and year two begin to overlap. Please see 2017-2018 timeline for clarity.

contact us

EPDR Leadership Team
Email: EPDR@uncw.edu
uncw.edu/d21a/fullcycleperformance

The logo features a central yellow sun with a gradient, surrounded by a semi-circle of colored segments (red, green, purple, blue). The words "FULL CYCLE" are written in white, uppercase letters along the top arc, and "PERFORMANCE" is written in white, uppercase letters along a dark blue banner that curves across the bottom of the semi-circle.

THE FORMAL APPRAISAL TOOL

Engaging. Contemporary. Strategic. Future-Focused.

Power-Up Performance Appraisal Tool

- **Part I: Performance Plan** (p. 1-6)
 - Institutional Goals
 - Individual Goals
 - Talent Development Plan
- **Part II: Off-Cycle Reviews** (p. 7)
- **Part III: Annual Performance Appraisal** (p. 8-9)



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INSTITUTIONAL GOALS

EHRA and SHRA

THE



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Old
SPA
Way

Position Description	Work Plan
Job Duty 1	Expertise Accountability Customer Service
Job Duty 2	Expertise Accountability Customer Service
Job Duty 3	Expertise Accountability Customer Service

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New
Way

Institutional Goals	Position Description
Expertise	Job Duty 1 Job Duty 2 Job Duty 3
Accountability	Job Duty 1 Job Duty 2 Job Duty 3
Customer-Orientation	Job Duty 1 Job Duty 2 Job Duty 3

SHRA STANDARDS SAMPLE

The descriptions on the appraisal tool are written at the “meets expectations” level.

EXPERTISE

Precision
Resourcing
Innovation
Development

CUSTOMER-ORIENTED

Clarity
Awareness
Attentiveness
Diplomacy

COMPLIANCE & INTEGRITY

Policy
Safety
Ethics
Respect

ACCOUNTABILITY

Productivity
Autonomy
Prioritization
Coordination

TEAM-ORIENTED

Collegiality
Collaboration
Contribution
Attendance

SUPERVISION

Oversight
Goal-Setting
Managing Talent
Leading

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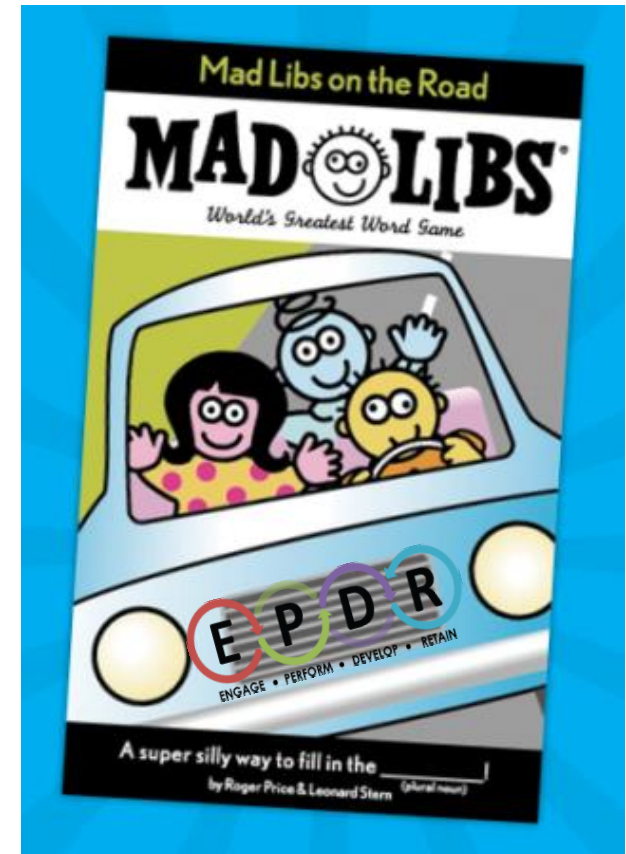
3-5 INDIVIDUAL GOALS

Make Them **SMART**-er

Getting Started with Goals

(**VERB**) (**NOUN**) by (**DATE**)
in order to (**RESULT**)

- Attend ___ and apply _____ in order to _____.
- Deliver ___ by ___ in order to ___.
- Actively participate in two-way quarterly talent conversations by ___, ___, ___, and ___ in order to ___.



Individual SMARTER Goals



S=Specific

What needs to be accomplished? What outcomes?

M=Measureable

What data can be used to define success?

A=Achievable

Is this challenging but realistic?

R=Relevant

Does this align with broader goals/needs?

T=Time-bound

What are the deadlines/milestones?

E= Expectations

Is it ethical, enjoyable, and energizable?

R= Resources

What assistance will be provided for this?

Sample Individual Goal

SAMPLE GOAL -- Title:	Procedural Guide Projects	WEIGHT:	10%
Description:	<p>Complete a procedural guide (generally 5-10 pages) to address at least one office process, selected from a provided list in order for colleagues to have ready access to relevant information so that our team can be confident in providing consistent, timely, and useful guidance to our constituents.</p> <ul style="list-style-type: none">• First guide should completed by October 31; second project by March 31• Procedures should follow an approved format based on discussion with supervisor• Procedures should address issues such as relevant policies, coordination with other university groups, work flows and process steps, key questions that need to be addressed, and reporting requirements, if applicable <p>Exceeding expectations may include explaining (in) frequent variations that may require differing approaches; reviewing past related processes to evaluate and describe consistency/appropriateness; providing suggestions for related process improvements; and/or completing additional projects</p>		

Need More Help? Join us October 5th

Full Cycle Goal Setting: The Art of One Word Workshop



Register at the UNCW Dare to Learn Academy
www.uncw.edu/d2la

- With the launch of the new strategic plan, let us help you create a **SMARTER goal** and establish milestones for success using the **START NOW Model** of Goal Setting and Achievement.
- Once established, you will be taken through the **One Word Identification Process** that allows you to laser focus on the one word that will help you exceed excellence.
- You will then **Paint Your One Word** on a canvas that you can take with you and place in a space of your choice to serve as a constant reminder of your excellence that is yet to come.



TALENT CONVERSATIONS

- **PAST:** One-way, one-time *lecture* with 75% focused on the past.
- **FUTURE:** 2-way frequent *talent conversations* with a 50/50 time split on the past and future.

Talent Conversation Questions

PAST PERFORMANCE

1. What were the top 3 to 5 highest priorities of your job this past year?
2. **What do you consider to be your greatest strengths and struggles this past year?**
3. What do you consider to be your most noteworthy efforts and accomplishments this past year?
4. **What environmental or other factors that impacted your job this year?**

FUTURE FOCUSED

1. What would you like to say 12 months from now that you currently cannot say?
2. **How can your supervisor assist in furthering your career growth?**
3. What do you feel are going to be your biggest challenges this year?
4. **What training, development or resources do you want/need to be successful?**
5. What would you like to accomplish this year? How can your supervisor/team help you get there?



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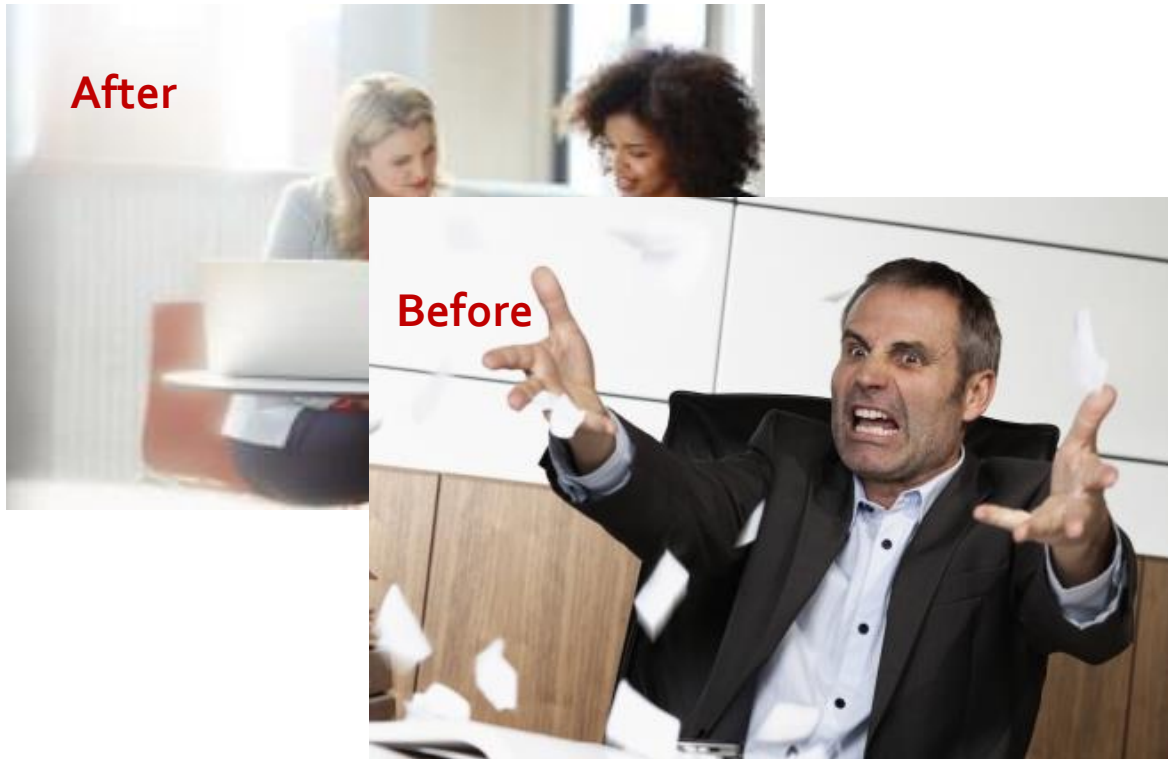
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WORKING THROUGH BARRIERS

Anticipate & Practice

Apply & Reflect

Gaining Clarity Workshop: How to Engage in Healthy Conflict with Dignity & Respect



Can you say “Yes” to any of these 5 questions?

1. Are you **apprehensive** about bringing up a certain topic of interest?
2. Are you **fearful** how you think your idea might sound to your supervisor?
3. Do you **suspect or have reason to believe** that your supervisor will not take the new tool and process seriously?
4. Do you want to grow in your position or outside your department but **don't know** how your supervisor will take the news?
5. Do you have a supervisor who will **not clearly explain** what exceeds expectations looks like?

TALENT  **PLANNING**



Fixed vs. *Growth* Mindset



Desires to *Remain the Same*

1. Avoids Challenges
2. Gives Up Easily
3. Sees Effort as Fruitless or Worse
4. Ignores Useful Negative Feedback
5. Feels Threatened by the Success of Others

Desires to *Learn*

1. Embraces Challenges
2. Persists in the Face of Setbacks
3. Sees Effort as the Path to Mastery
4. Learns from Criticism
5. Finds lessons and Inspiration from Others

Sample Talent Development Plan

TALENT DEVELOPMENT PLAN

(See Section IV in Performance Guide)

At the beginning of the performance cycle, the supervisor should discuss development opportunities with the employee and list below any development activities established for the current cycle. Include resources that will be provided to the employee and indicate deadlines as needed. Progress under the talent development plan should be discussed periodically during the cycle with the employee.

Considering the learning and talent development opportunities you learned about at the Full Cycle Development Information Session, I would like you to invest a minimum of 20 hours in your own professional development. At a minimum, I would like you to attend the two Full Cycle Follow-up Workshops (3 hours each) and/or the Spring EPDR Leadership Certificate (four full days over the course of the Spring semester).

Details:

- Send me an email detailing the activities (seminars, online learning, coaching, consulting, conferences) you have an interest in participating in over the next performance cycle (Due November 31).
- During the off-cycle reviews (talent conversations), I would like you to share what you learned, how you plan to apply what you learned, how I can help, how it can benefit others outside your department, and what results and challenges you experienced in the application process.

Additional Learning Opportunities

Off Campus

- AMA (American Mgt Assoc)
- National Seminars Training
- ASAP (American Society of Admin Professionals)
- Trade Certifications
- Local/Regional/National Conferences
- UNCW classes
- Others...

On Campus or at Home

Dare to Learn Academy

- Instructor Led
- Virtual—video/audio
- Networking Groups
- Lending Library

Talent Development Opportunities:

- Staff Meeting Starters
- Retreats
- Coaching/Consulting

SkillPort (Supported by ITS)

- Books 24/7
- Videos
- On-line courses—technical or transferable skill development

D2LA Talent Development

Research Teams

Who we serve:

- **Employees** looking for learning for *themselves*.
- **Leaders** looking for learning for their *employee*.
- **Leaders** looking for learning for their *teams*.

Email a learning request to: D2LA@uncw.edu

We will search for multiple learning options that fit:

1. the desired **development desire** or **need**;
2. preferred **learning format**;
3. and **budget**.

Let us do the
work for you!





WHAT ARE MY NEXT STEPS?



Chart Your Course for Excellence

3 Immediate Steps

1. Be sure you register for a three hour Full Cycle **Full Cycle Goal Setting: The Art of One Word Workshop** on October 5th.
2. Begin thinking about what possible **Individual Goals** you would like to discuss with your supervisor. Use the **Self Assessment** to help you get there.
3. Follow the **Full Cycle Timeline** and start to think about how you want to **Grow** and what you want to **Learn** that will support your goals.

