

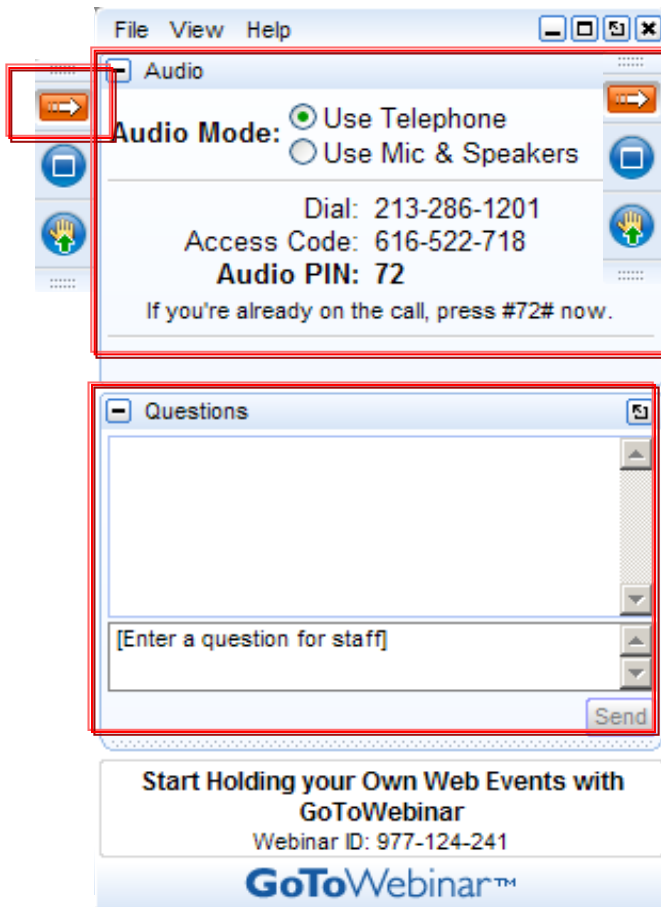
# Keeping Employee Performance Documentation: It Doesn't Have to be Painful

Presented by



By Marnie Green, IPMA-CP, Principal Consultant

# How to Participate Today



- Open and close your panel
- View, select, and test your audio
- Submit your questions as we go
- A recorded version of today's session and the slides will be available on the YC Human Resources performance management website.

# About Marnie Green



- Principal Consultant, Management Education Group, Inc.
- Author of *Painless Performance Evaluations: A Practical Approach to Managing Day-to-Day Employee Performance*
- Supporter of supervisors, managers, and HR leaders who are charged with developing strong workplaces
- Presenter of past training for Yavapai College supervisors

# Our Plan for Today

**Tools for Documenting Easily**

**Yavapai College's new  
performance management  
system**

**Making Documentation  
a Routine**



**Why Keep  
Documentation?**

**Documentation Examples**

**Elements of Effective  
Documentation**

**Poll Time!**

***What progress have you made  
in establishing performance  
plans for 2011-2012?***

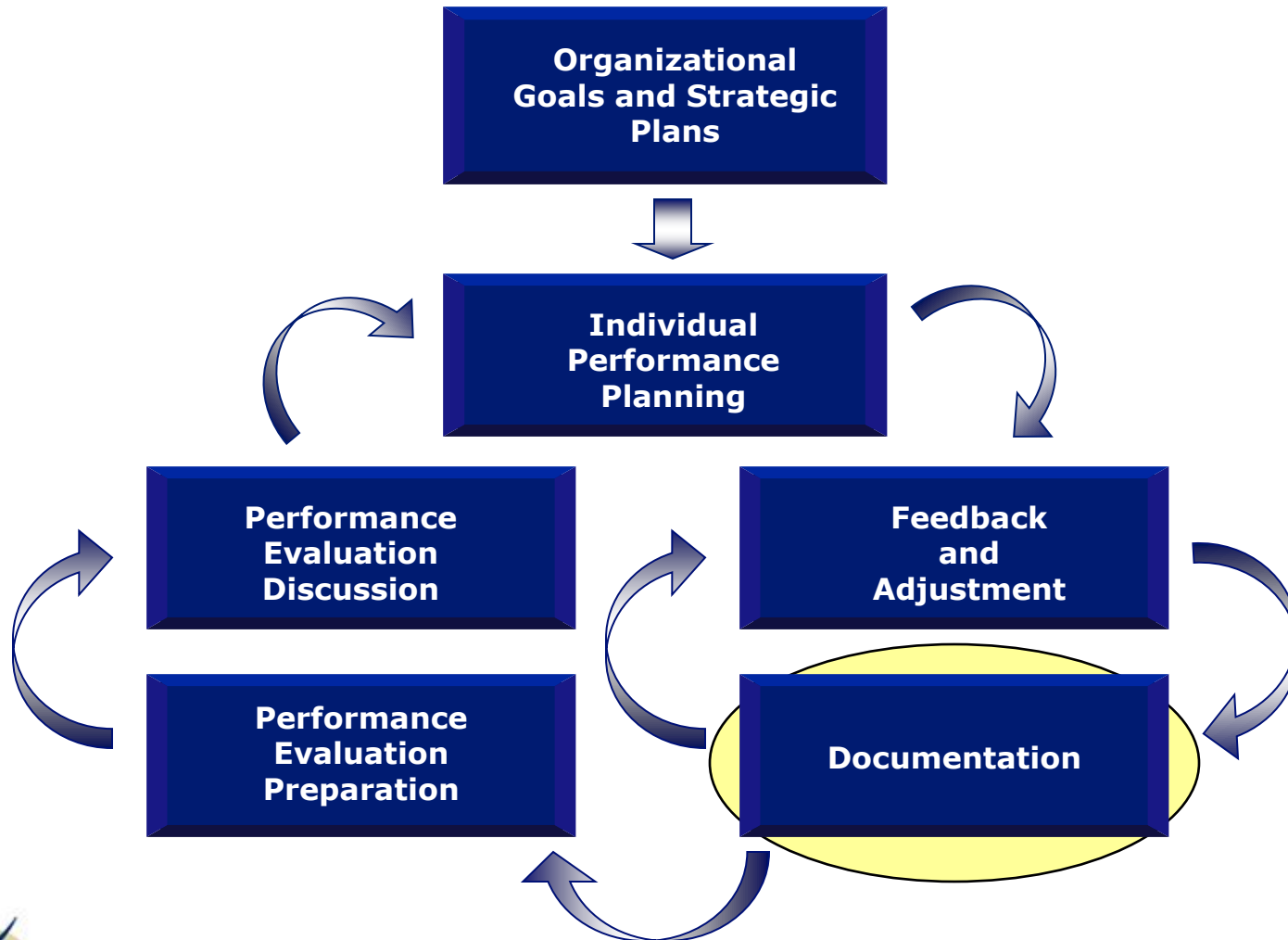


- ***Result of the efforts of 13 Yavapai College faculty and staff members***
- ***Team made recommendations which were approved by the President's Leadership Team on June 7***
- ***Implementation of the new process began on July 1***

# Performance Management **Timeline**

- |                             |  |
|-----------------------------|--|
| <b><i>June</i></b>          | <b><i>Webinar to kickoff the new process</i></b>           |
| <b><i>July 30</i></b>       | <b><i>Performance plans were due for each employee</i></b> |
| <b><i>September 1</i></b>   | <b><i>Supervisor training – Documentation</i></b>          |
| <b><i>December 1</i></b>    | <b><i>Supervisor training – Performance Issues</i></b>     |
| <b><i>June 30, 2012</i></b> | <b><i>Staff Performance Reviews Due</i></b>                |

# Performance Management Cycle





# Why Document?

***Records an employee's work history, even if you're not there***

***Helps you write the performance evaluation***



***Reminds you and the employee of previous conversations or agreements***

***Signals to the employee that you are serious***

***Your documentation is the  
basis for the annual  
performance evaluation!***



***Talk First,  
Then Document.***

## All Documentation

- ***Date***
- ***Your name***
- ***Purpose of the document***
- ***Who, What, When, Where, How***
- ***Facts, rather than opinions***

## Problematic Documentation

- ***Statement of problem***
- ***Reference to policies***
- ***Reference to past documentation***
- ***Action taken***
- ***Follow up plans***
- ***Signatures***
- ***Employee response***

***Document positive events,  
as well as negative  
or problematic events.***

# Appropriate? Complete?

## Ima Supervisor

---

**From: Ima Supervisor [mailto: [ImaS@work.com](mailto:ImaS@work.com)]**

**Sent: Thursday, April 10, 2010 10:20 AM**

**To: 'Rosa Ramos'**

**Subject: Tardiness**

On January 4 and February 7, 2010, we communicated about your repeated tardiness in the morning and when returning from lunch and breaks.

You have done an excellent job of correcting this. For the past 60 days you have been prompt at all times. I commend you for your efforts and trust all will continue to go well. Please come to me should any new issues arise.

**Ima Supervisor**

**E-mail: [ImaS@work.com](mailto:ImaS@work.com)**

**Office: 555-1234, ext. 2091**

# Appropriate? Complete?

***From the office of***

Dr. Rash Begone  
1234 East Mayfield Road  
Kansas City, KS 64872  
April 14, 2010



To whom it may concern:

My patient, Rosa Ramos, has been suffering from chronic migraines. Please excuse her from any situation that will add additional stress to her. Prolonged stress will only aggravate the situation.

She will be reevaluated in six months and will receive an update diagnosis at that time.

Sincerely,  
Dr. Rash Begone

# Appropriate? Complete?

**Yavapai**  
COLLEGE  
Your community. Your college.

October 30, 2010

Ms. Rosa Ramos  
Customer Service Representative  
Anytown, USA 95444



Shipbuilders of America, Inc.  
333 High Street  
Anytown, USA 64246

Dear Ms. Ramos,

I just wanted to write and thank you for all your help, cooperation, and time that you devoted to me on the telephone on Tuesday, October 28, 2010. I realize you said at the time that it was just you “doing your job,” but I especially appreciated all the attention and concern in helping me with the problem I had. It made dealing with the whole situation a bit more pleasant.

Thank you again,

SHIPBUILDERS OF AMERICA  
Sue Bottom  
Administrator

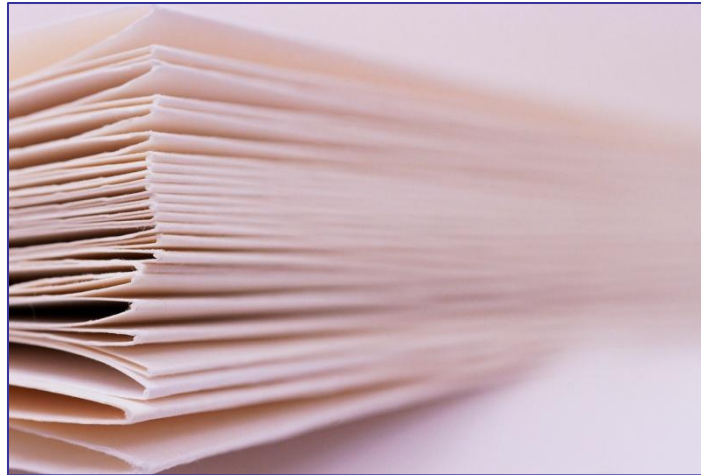


# Appropriate? Complete?

*I'm concerned about Rosa's accent. I have been receiving complaints from employees and customers that they are having difficulty understanding her.*

*Maybe we need to reassign her to an area where she does not have to talk to people.*

***A file folder for each employee***



***An electronic folder for each employee***

# Other Great Documentation Tools

## » *Performance log*



# Performance Log

Date	Situation (Positive or Negative)	Outcome/Result/Action Taken

# Other Great Documentation Tools

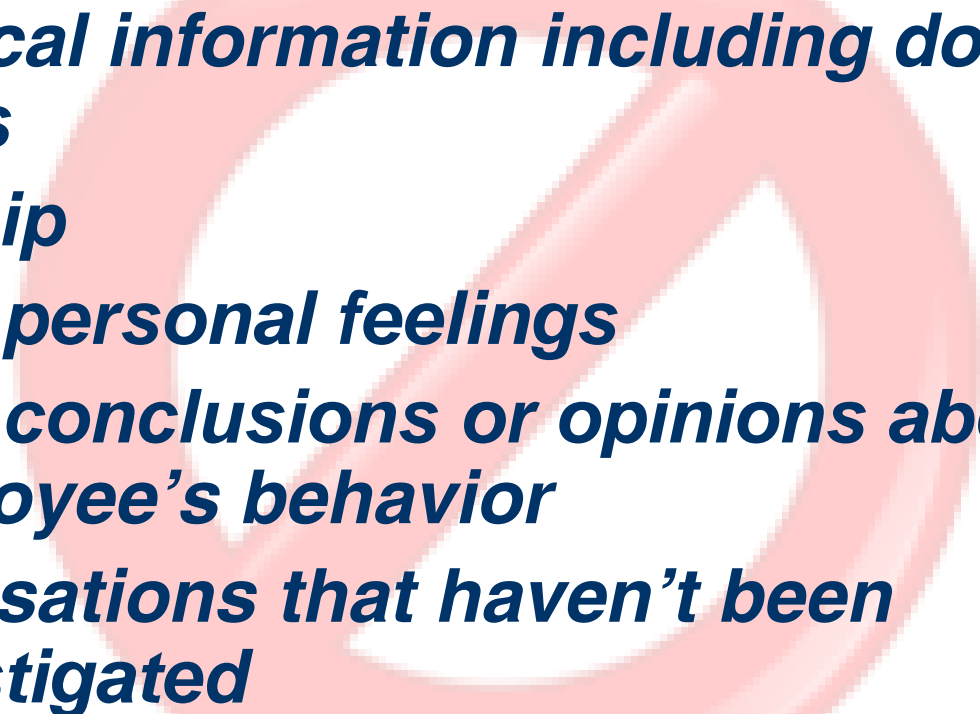
- » *Performance log*
- » *Check up meetings*
- » *Written progress reports*
- » *Metrics*
- » *“Me” Files*
- » *Outlook task, notes, emails*
- » *Freebies from others*
- » *Things to remember files*
- » *Performance evaluation form*



***What tools do you use to  
maintain consistent  
performance  
documentation?***



# What SHOULD NOT be documented in your **supervisor's file**?

- 
- ***Medical information including doctor's notes***
  - ***Gossip***
  - ***Your personal feelings***
  - ***Your conclusions or opinions about an employee's behavior***
  - ***Accusations that haven't been investigated***

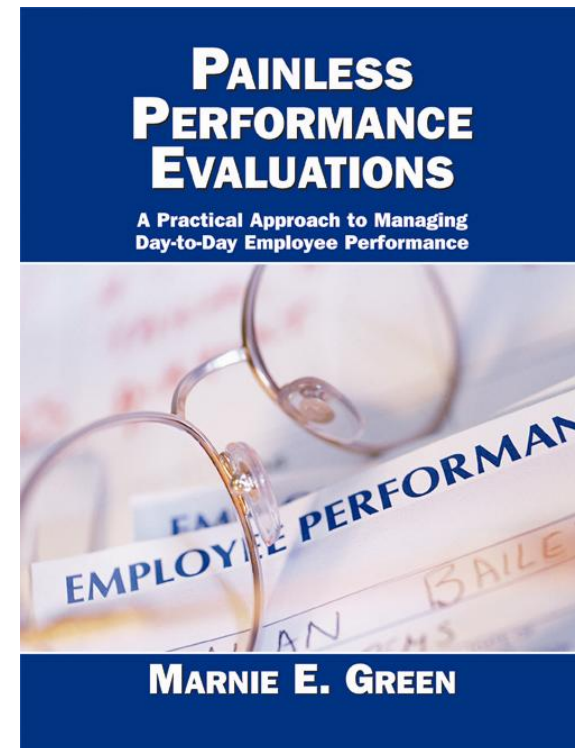
***How would you rate the  
documentation you have  
in your files right now?***





# What's a Painless Performance Evaluation?

- ✓ **There are no surprises!**
- ✓ **Employee-driven**
- ✓ **Future-focused**



# What do I do with the documentation?

- *Use the documentation collected throughout the year to create your comments on the performance evaluation. **Cut and paste.***
- *Destroy documentation from the previous year, especially if it is incorporated into the performance evaluation. **Purge files.***
- *Maintain “official records” as required. **Ask HR.***

# Encourage Employee Involvement in Documentation

***“ME” File***

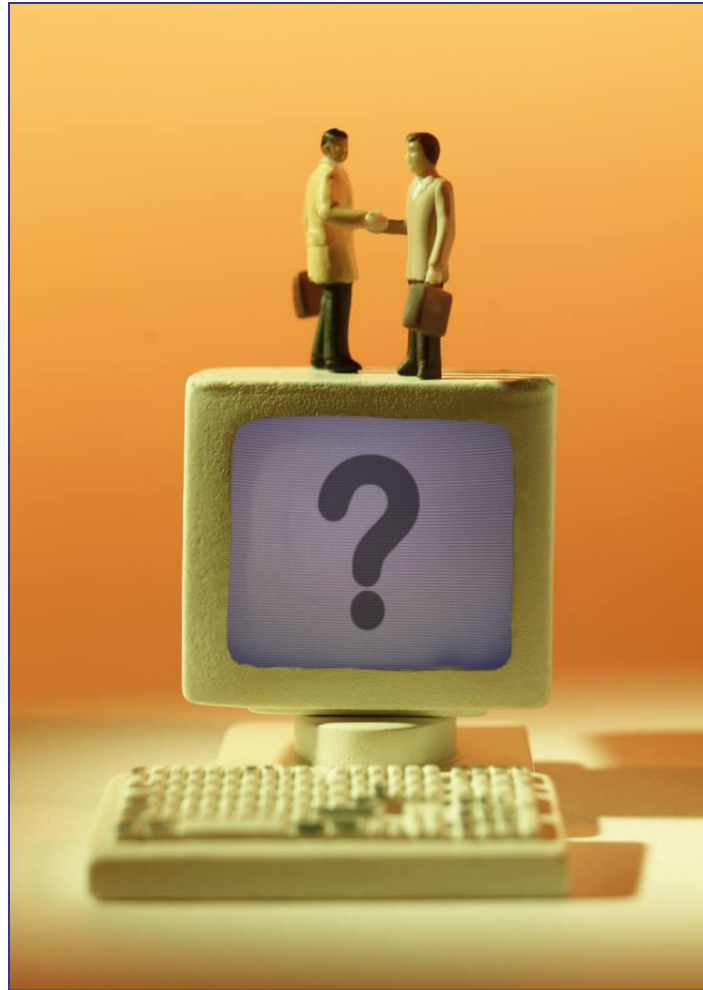


# What to keep in a “Me” File?

- ***Thank you notes from others***
- ***Production records***
- ***Records of leave taken***
- ***Examples of projects completed***
- ***Notes about particularly difficult assignments***
- ***Awards received***
- ***Training certificates***
- ***Ideas for future career goals***

# Questions and Conversations

*Yavapai*  
COLLEGE  
Your community. Your college.





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