

Performance Management in Alternate Operations

Hi. Bill Shannon here with Auburn University Human Resource Development. This QuickDive is an update on Performance Management at Auburn during Alternate Operations. Our hope is that this video will provide some guidance on this year's performance management process.

As many of you know, during normal operations, Year-End Reviews are to be completed and submitted to Human Resource Liaisons by the end of May. This is not changing. We are following the same annual performance management process calendar.

While we are in alternate operations, we must remember that solid performance management, which includes Planning, Coaching and Feedback, Planned Check-ins, and Year-End Reviews, is significant in helping Auburn achieve its strategic goals. At this point in the year, the other three phases of the Performance Management Process should have already taken place and now it is time for the Year-End Review which takes into account the entire performance year. Auburn's performance year ends May 31 and our current alternate operational changes due to COVID-19 started March 15th- 288 days into the performance year. That means 78% of the performance year has already passed which is why we are proceeding with the completion of the 2019-2020 performance management year.

Here are a few things you need to know.

First, Human Resources Liaisons and department leadership will work together in establishing when reviews need to be complete for second level signatures and submission to HR. Additionally, HRLs and departments will determine how employees and supervisors will communicate, complete the Performance Review Form, and conduct the Year-End Review meeting- especially for those not working or with limited access to technology.

Second, reviews focus solely on an employee's performance on planned job duties/responsibilities, position goals, previously identified development needs, and demonstrated behaviors. Reviews are not meant to compare the performance of an employee vs. a team peer or a group. In that spirit, we must keep in mind President Gogue's governing principles during the pandemic: "Protect the health and well-being of students, faculty and staff." Therefore, employees choosing to stay home for health and safety reasons, may not be penalized. This is in keeping with the governing principles. Supervisors have 78% of the year on which to review an employee's performance and should proceed in this way.

Third. During alternate operations, we have heard about employees performing their assigned work remotely or on campus. Many have also taken on additional duties- perhaps in place of employees choosing not to work. This work and behavior should be recognized. Employees who have performed admirably during alternate operations can be considered for a higher rating- provided they met expectations throughout the previous months—78% of the year.

Fourth. If there are Year-end goals not achieved due to operational circumstances, these can be carried over to the 2020-21 performance year and noted in the Performance Review Form during the Planning phase next year.

As a reminder, this our second year with the five-point rating scale. We encourage you to review our QuickDive entitled, "Ratings and Baseball." This video discusses performance ratings and how they relate to our own Auburn athletes.

It should be noted that if your department is using the old, traditional form with the updated five-point rating scale, this is the last year for using that form. It is retiring on July 1, 2020.

The Auburn University Performance Management process is discussed in our online courses, MG500e: Introduction to Performance Management and MG510e: Performance Management Fundamentals for Supervisors.

For more information on Performance Management at Auburn University, contact us at autrain@auburn.edu or visit aub.ie/performance.

Thank you for making this year's performance management process a success.