

## ***Maximizing Employee Performance In Federal Agencies***

The recent guidance from Office of Management and Budget (OMB) directs agencies to ensure that all Senior Executive Service (SES) members, supervisors, managers and team leads complete training on managing employee performance and conduct.

Since 1976, The Hayes Group International, Inc. has been helping organizations develop and deliver effective Performance Management processes. Hayes provides the full-scale process from design to training and implementation of the new process. Hayes also helps an organization to enhance their existing program, assessing, tweaking the process and/or providing training for managers and employees.

“I have known and worked with The Hayes Group for over 20 years and know the quality and expertise they bring to each client engagement. Their ability to help our federal agencies meet the mandate of effective individual performance is second to none”

– Linda Combs, Ed.D., Former Controller, Office of Management and Budget

Hayes consultants also can provide “just in time” expert assistance and guidance from “real life and practical performance reviews.”

Specifically, Hayes can provide these training modules via in-person or webinar.

### **Training Module: Writing Effective Performance Evaluations (In-person or Webinar)**

*Description:* This module uses examples of performance reviews to teach how to best write reviews while avoiding common pitfalls. Participants write a performance review (using forms provided) and get a peer review providing feedback and input.

*Length:* 2 hours

*Objectives:*

- Identify sources for gathering key competency and job-related data
- Avoid common pitfalls in completing a performance evaluation
- Use guidelines for documenting competencies
- Examine examples of performance reviews
- Practice writing a personal evaluation (using forms)
- Get feedback and peer review of performance review

## **Training Module: Setting Clear Goals (In-person or Webinar)**

*Description:* In this hands-on module, participants practice writing objectives for business goals and personal development goals. Using the training provided, each person writes a business goal and critiques them with a small group, using SMART criteria presented in the workshop. Additionally, goals are placed in a "coaching" setting where leaders identify "behavioral expectations" for employees and share their 5 behavioral expectations with the small group. Lastly personal development goals are discussed (helping employees grow and develop their skills and experiences)

*Length:* 2 hours

### *Objectives:*

- Identify how "goals" (the what you are to do) aligns with "behaviors" (how you are supposed to carry out the goal)
- Align individual objectives to department and corporate goals
- Set and document clear business goals (using SMART criteria)
- Identify common pitfalls to writing goals and identify words that are not specific in setting clear goals
- Review goals and identify where goals can be improved (small group exercise)
- Set clear behavioral expectations and share with peers (small group exercise)

---

## **Hands-on Video-recorded Training Module: Communicating Performance Evaluations (In-person – small group feedback)**

*Description:* In this workshop, trainers share key concepts with the participants. There is active participant involvement and lively discussion of the key issues in communicating performance evaluations. Each participant gets an opportunity to practice each technique in private one-on-one taping with an expert Hayes trainer and receives feedback from the trainer in addition to feedback from other small group participants.

*Length:* 6 hours (based on a one-to-five student to facilitator ratio)

### *Objectives:*

- Communicate performance expectations successfully — regarding the performance factors of both competencies and metrics
- Prepare for and do an effective performance review discussion
- Be consistent and fair with the performance reviews—especially avoiding the halo effect (using a calibration exercise).
- Prepare as a recipient for a performance review and goal setting discussion

## **Training Module: Creating Individual Development Plans (IDP's) (In-person or Webinar)**

*Description:* This module teaches how to create an Individual Development Plan for short-term and long-term career planning. It includes suggestions on stretch assignments, mentoring, and training ideas. Each participant creates a draft IDP in the class with feedback from peers.

*Length:* 2 hours

### *Objectives:*

- Identify how employees best develop (70-20-10 perspective)
- Determine stretch assignments (70%)
- Coach and mentor for the plan (20%)
- Identify sources for training (10%)
- Create suggestions for writing the plan
- Determine how to sustain the plan (on-going feedback)

---

## **Training Module: Getting the most from your Individual Development Plan (IDP 2.0) (In-person or Webinar)**

*Description:* For participants who have completed an Individual Development Plan (IDP), this workshop will expand and enhance the IDP by linking more closely to competencies and giving fresh ideas for stretch assignments for career enhancement. This revised and updated module teaches how to re-examine your Individual Development Plan for short-term and long-term career planning. It includes suggestions on stretch assignments, mentoring, and training ideas. Each participant reviews (and updates) a draft IDP in the class with feedback from peers.

*Length:* 2 hours

### *Objectives:*

- Review how employees best develop (70-20-10 perspective)
- Determine stretch assignments (70%)
- Coach and mentor for the plan (20%)
- Identify sources for training (10%)
- Link the plan to competencies and career development
- Review your current IDP (Peer feedback)
- Brainstorm and report new ideas for stretch assignments
- Update and enhance your current plan

*For more information or pricing, contact Tom Jackson, Federal Government Lead, at [tom@thehayesgroupintl.com](mailto:tom@thehayesgroupintl.com) or 678-350-6079.*