

Role of Supervisor

Planning	<ul style="list-style-type: none">✓ Explain to employees how they help the department attain goals.✓ Make sure they understand job duties and expectations.✓ Explain CWU competencies; what is expected from the employee and why.✓ Work with employee to create goals and apply a strategy to revisit them.✓ Let employees know they are responsible for taking an active role in managing and assessing performance throughout the year.
Coaching	<ul style="list-style-type: none">✓ Provide frequent informal coaching.✓ Celebrate exemplary work when it happens.✓ Identify ways employees can develop and improve, and work with employees to create development plans. Ask employees for suggestions and encourage them to lead the plan and take an active role.✓ Communicate new opportunities and changes that affect employee work.✓ Make informal notes (perhaps on a calendar) when employees do a good job, follow through on development plans, or have problems doing so. Notes will help with checkpoints and reviews.✓ Keep track of praise or complaints from customers regarding employee work.
Review	<ul style="list-style-type: none">✓ Put together saved notes about employee performance and assess performance based on job duties, goals, and competencies.✓ Ask employees for feedback on how they performed during the year. Comments from employees may remind supervisors of particular instances of good or poor performance, as well as any extenuating factors.✓ Complete final review in ePerformance and discuss competency ratings and comments with employee.

What do you want to do more of in the next review cycle?

Prior to a performance conversation, ask yourself:

- Have I been available for questions?
- Did I set reasonable goals?
- Have my expectations been realistic?