

PERFORMANCE ACHIEVEMENT WITH PEOPLEADMIN

Grambling State University
Office of Human Resources

HOW TO GUIDE FOR SUPERVISORS: PERFORMANCE EXPECTATIONS & GOALS

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"This is just a performance review. You can't plead insanity."



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SAMPLE PERFORMANCE EXPECTATIONS/GOALS

The following samples of performance expectations/goals can be utilized during the PEOPLEADMIN performance review. Some of these expectations are designed to be job specific, others are more general in nature. Be sure to tailor these samples to meet the needs of the specific job positions that you supervise.

WORK PRODUCT

The quality and quantity of work produced by the employee

1. You will be expected to draft and proof written correspondence, such that few errors are evident and few corrections are needed.
2. You will be expected to work toward professional excellence in your field/discipline.
3. You will be expected to participate in 100% completion of annual required Compliance, Supervisory, or other training and professional development as required by laws, regulations, university, or your department head.
4. When working with chemical products, you will be expected to always make safety the highest
5. priority and read the instructions on the label for proper usage.
6. You will be expected to perform work in a professional manner and complete assignments on time.
7. You will be expected to accept job assignments willingly and perform them in a satisfactory manner.
8. You are expected to familiarize yourself with the office procedures, rules and regulations and to
9. be able to answer routine questions regarding the same.
10. You will be expected to keep organized, neat, and accurate records.
11. You will be expected to proofread all written or typed materials for errors and keep all publications for the office updated as needed.
12. You will be expected to use your experience and training to complete your assignments in a satisfactory manner.
13. You will be expected to pay attention to detail when completing assignments.
14. You will be expected to keep up with current changes in laws related to your position.
15. You will be expected to prepare/type most documents with no typos or formatting errors.
16. You will be expected to check spelling on all documents before sending them out.
17. You will be expected to complete tasks as assigned.
18. You will be expected to work at a rate that is similar to teammates so teamwork goes smoothly.
19. You will be expected to develop an organized filing system that enables others to access necessary files in case of your absence.
20. You will be expected to prepare and process purchase requisitions and receiving reports timely.
21. You will be expected to establish, organize, and maintain all departmental files.
22. You will be expected to keep current balances of all budget accounts.
23. You will be expected to maintain a to-do list to help you stay on top of deadlines.
24. You will be expected to observe time reporting rules and regulations.
25. You will be expected to refrain from making unauthorized solicitations while on duty or on University premises.

26. You will be expected to meet production standards for your position. (Be sure to list benchmarks related to the position).
27. You will be expected to ensure that routine office procedures (i.e. folders pulled, calendars created and distributed, folders filed, mail delivered and picked up, supplies kept current, student workers supervised) are completed on a daily basis.
28. created and distributed, folders filed, mail delivered and picked up, supplies kept current, student workers supervised) are completed on a daily basis.
29. You will be expected to observe University policies.
30. You will be expected to account for all state funds and property which is assigned to you.

DEPENDABILITY

Being where he/she should be doing what he/she is supposed to do

1. You will be expected to complete all work assignments by their deadlines except under unusual circumstances.
2. You will be expected to spend a little extra time preparing for the job and then to perform the assigned task satisfactorily.
3. You will be expected to notify your supervisor [or the timesheet approver] if you cannot come in to work in accordance with departmental leave policy.
4. You will be expected to keep accurate records necessary for expense reports, such as mileage, meals, and lodging.
5. meals, and lodging.
6. You will be expected to report to work at 7:30 a.m. (subject to change) and observe scheduled work and meal breaks.
7. You will be expected to attend scheduled meetings and arrive for those meetings on time.
8. You will be expected to contact your supervisor or designee if you must be late or absent according to departmental/university leave policy.
9. You will be expected to not leave your office without making sure your phone is covered (when you operate a primary/main departmental line).
10. You will be expected to reduce tardiness and report to work on time.
11. You will be expected to be at your duty station and perform your duties at all times except during official breaks.
12. You must not leave your assigned work area without permission (Facilities personnel).
13. You will be expected to use sick leave only for your own personal illness.
14. You will be expected to have your employee I.D./time card when you report to work.
15. You will be expected to report for duty wearing your assigned uniform.
16. You must refrain from loafing, roaming, loitering, or leaving your workstation without proper notification.
17. You will be expected to refrain from conducting personal business on University time.
18. You will be expected to make sure your office/building is secure when you leave for the day.
19. You will be expected to request leave in advance at times that do not hinder office operation.
20. You will be expected to perform office security procedures before leaving at the end of the day.
21. You will be expected to reduce your absenteeism rate. *
22. (* Note: Absenteeism related to a serious illness could be protected by FMLA or ADA. Consult your HR Office).

COOPERATIVENESS

Working with people

1. You will be expected to be courteous and friendly while performing your daily tasks.
2. You will be expected to refrain from gossiping with other employees.
3. You will be expected to assist other areas of the office/department when your work has been completed.
4. You will be expected to accept the tasks you are assigned without complaining.
5. You will be expected to observe the University smoking policy. Smoke only in approved areas and put your cigarette butts in ash trays/garbage. Do not throw them on the ground.
6. You will be expected to work as a team member.
7. You will be expected to contribute to the work group's overall productivity as appropriate, helping coworkers when possible.
8. You will be expected to show respect for others at all times.
9. You will be expected to share your ideas with other employees.
10. You will be expected to be courteous to fellow employees, students, and faculty.
11. You will be expected to maintain a friendly, helpful, supportive and team-like atmosphere among coworkers.
12. You will be expected to refrain from interfering with coworker's productivity while at work.
13. You will be expected to refrain from "casually visiting" with others while at work and to discourage others from "casually visiting" with you while at work. This reduces productivity.
14. You will be expected to register your vehicle for parking on University property.
15. You will be expected to follow instructions without complaining or arguing.
16. You will be expected to demonstrate respect for coworkers and supervisors (i.e., is not abrupt or rude, does not engage in workplace gossip or conflict, is not demeaning of others, etc.).

ADAPTABILITY

Adjusting to change

1. You will be expected to look for ways to streamline office procedures without jeopardizing the accuracy of the overall procedure.
2. You will be expected to work well with the public.
3. You will be expected to look for ways to improve your own job and the jobs of your subordinates.
4. You will be expected to work without complaining or hesitating when trying new methods or procedures.
5. You will be expected to adapt work habits to new or unexpected circumstances. Notify and lead others as appropriate when circumstances change suddenly.
6. You will be expected to accept and be responsive to constructive criticism without taking it personally.
7. You will be expected to attend technology and computer workshops to improve computer literacy.
8. You will be expected to be open to changes in office policy or personal goals.
9. You will be expected to willingly accept the new performance appraisal system.
10. You will be expected to be sure your actions are consistent with agency goals.
11. You will be expected to present suggestions for changes in policy/procedures in writing to your supervisor.

12. You will be expected to accept and implement decisions regarding changes in policy/procedure without complaining or arguing.
13. You will be expected to willingly accept input from others regarding ideas for improvement.

COMMUNICATION

Giving and receiving information

1. You will be expected to answer the phone using the standard greeting or a similar professional format, "Grambling State University, [Department name], this is [Employee Name], How may I help you?"
2. You will be expected to answer the phone courteously within 3 rings.
3. You will be expected to take accurate and detailed phone messages.
4. You will be expected to communicate clearly when speaking or writing.
5. You will be expected to keep your supervisor informed of problems as they develop.
6. You will be expected to listen carefully and ask questions when needed to clarify requests.
7. You will be expected to use appropriate communication tools for the situation.
8. You will be expected to answer the telephone with a 'smile in your voice,' with energy, and a spirit of helpfulness.
9. You will be expected to improve communication of office policies to all staff.
10. You will be expected to open, sort and prioritize mail into three categories: urgent, routine, and junk mail.
11. You will be expected to speak to people clearly and with an appropriate tone of voice, and listen to what they have to say to you.
12. You will be expected to avoid overreacting when calm communication with another person can solve a problem.
13. You will be expected to listen carefully to customers and coworkers. Do not ignore them.
14. You will be expected to choose your words carefully, speak clearly and respectfully to customers so they can understand you the first time you say something.
15. You will be expected to check voice mail regularly and return all messages the same day as received, if possible.
16. You will be expected to report all accidents or incidents.
17. You will be expected to maintain confidentiality of University, student or employee information.
18. You will be expected to use University bulletin boards for official communications only.
19. You will be expected to provide staff with messages, both verbal and written, in a clear and timely fashion.
20. You will be expected to listen to and allow communicator to complete delivery of message prior to responding or asking questions.

DAILY DECISION MAKING/ PROBLEM SOLVING

Thinking on the job

1. You will be expected to resolve daily problems independently when possible.
2. You will be expected to refer all questions you cannot answer to the appropriate person.
3. When bringing a problem to your supervisor's attention, be prepared to recommend a possible solution.
4. You will be expected to work independently to solve problems or seek needed information.
5. You will be expected to gather all facts before resolving a problem, even if you have to call the

parties involved back.

6. You will be expected to make decisions only after getting input from the people who will be affected and weighing all the different issues.
7. You will be expected to think more openly about new possibilities. Try new ways of doing things using new technology.
8. You will be expected to use good judgment in making decisions regarding routine operating procedures (i.e. assessing crisis situations, scheduling/rescheduling of appointments, handling late arrivals, handling phone messages, etc.).
9. You will be expected to consult with your supervisor regarding situations outside the scope of your authority.
10. You will be expected to recognize problems which need to be addressed and present them in writing to your supervisor (i.e. problems with procedure, scheduling, etc.).
11. You will be expected to act promptly to resolve or report rule violations or threats to workplace safety and security.
12. You will be expected to observe and enforce the Violence in the Workplace Policy: zero tolerance for violence of any kind.

SERVICE TO STUDENTS/PUBLIC

1. You will be expected to be courteous to the public at all times.
2. You will be expected to listen to the students carefully in order to determine their needs.
3. You will be expected to follow-up with students to make sure their needs have been met.
4. You will be expected to maintain confidentiality of all conversations, events, etc. that occur in your office.
5. You will be expected to exhibit patience with students and colleagues in solving their problems.
6. You will be expected to greet people entering your office with poise, cheerfulness and a smile.
7. You will be expected to demonstrate service to students, faculty, and staff through attitude and written or oral communication.
8. You will be expected to train your staff on basic office procedures through cross training in order to provide better customer service.
9. You will be expected to follow the established departmental dress code.
10. You will be expected to follow-up customer complaints when needed.
11. You will be expected to follow-up with the person originating the work order after it is complete to determine their level of satisfaction.
12. If someone has a problem that falls outside of your job, send the person to the right place rather than spending excessive amounts of time trying to help them yourself.
13. You will be expected to provide well maintained equipment for the state employees who use it.
14. You will be expected to demonstrate politeness and respect in all interactions with customers/individuals both on the phone and in person (i.e., greet customers pleasantly, give accurate information, listen carefully to determine the person's needs).
15. You will be expected to demonstrate sensitivity to customers' needs for confidentiality (i.e., not unnecessarily asking customers for personal information unless absolutely necessary).

USE OF EQUIPMENT AND MATERIALS

1. You are expected to learn and follow proper use and operation of the equipment to which you

are assigned.

2. You are expected to complete the appropriate forms and documentation for transferring of equipment within and outside of your department; all unused, outdated, or broken equipment should be properly documented and transferred to the appropriate department.
3. You are expected to replace broken or worn parts promptly and always keep an accurate maintenance log.
4. You are expected to perform preventive maintenance on individual equipment per manufacturer's specifications.
5. You will be expected to observe proper safety rules when operating machinery or equipment.
6. You will be expected to use the proper equipment or tools for completing assigned tasks.
7. You will be expected to use proper equipment and tools for heavy lifting tasks.
8. You will be expected to safely use equipment and materials for their intended purpose.
9. You will be expected to report any damage to equipment, tools, or vehicles according to University policy.
10. You will be expected to use computer, fax machine, smartboard, and copy machine as instructed and without abusing the equipment.
11. You will be expected to avoid getting food or drink around expensive pieces of equipment or machines or dropping small items like paper clips into them.
12. You will be expected to use equipment, materials, and supplies for official use only.
13. You will be expected to wear proper safety equipment (i.e. goggles, masks, etc.).
14. You will be expected to properly use and maintain all equipment.
15. You will be expected to receive and provide proper training in the use of all equipment.

PROJECT PLANNING AND IMPLEMENTATION

1. You will be expected to set specific goals and priorities for completing assignments.
2. You will be expected to design realistic work methods, procedures and time tables for achieving project goals.
3. You will be expected to monitor progress toward achieving goals and make modifications if needed.
4. You will be expected to continue to look for ways to streamline and automate processing procedures. Develop a Standard Operating Procedures Manual that outlines each procedure and the related forms to be used. Also, create flow charts for each of these procedures.

WORK GROUP MANAGEMENT

1. You will be expected to plan and assign the work of your subordinates effectively and fairly.
2. You will be expected to set realistic but challenging goals.
3. You will be expected to ensure that all subordinates complete the annual required courses for Compliance Training.
4. You will be expected to provide resources, guidance, and training for subordinates to do their jobs.
5. You will be expected to recommend corrective action or discipline when appropriate.
6. You will be expected to plan and account for the use of overtime.
7. You will be expected to train, supervise, and review the work of student workers.
8. You will be expected to delegate assignments to subordinates when appropriate.
9. You will be expected to cross train subordinates to ensure services are provided when someone is absent.

10. You will be expected to conduct monthly safety meetings and/or ensure that your subordinates have completed the necessary safety training sent out through the Safety and Risk Management Office.
11. You will be expected to treat all subordinates equally.
12. You will be expected to give equal access to training.
13. You will be expected to make sure all employees have some challenging work to do.
14. You will be expected to counsel employees when they are having difficulty doing their work correctly and to make a note of it.
15. You will be expected to maintain a good working relationship with your subordinates and to act as a positive role model for your employees.
16. You will be expected to do your work in an enthusiastic and effective manner.
17. You will be expected to work in a way that inspires confidence and trust among your subordinates.
18. You will be expected to counsel employees privately behind closed doors.
19. You will be expected to maintain a smooth functioning work group committed to customer service.

PERFORMANCE PLANNING AND REVIEW

1. You will be expected to communicate performance expectations clearly.
2. You will be expected to conduct thorough and timely performance planning sessions with subordinates.
3. You will be expected to document subordinates job performance and provide helpful feedback.
4. You will be expected to complete fair performance appraisals when they are due.
5. You will be expected to avoid rating biases.
6. If serving in a supervisory role, you will be expected to discuss all performance planning and evaluation documentation with your 2nd level supervisor prior to the meetings with your subordinates.

*****SPECIALTY SECTIONS*****

EXPECTATIONS FOR FACULTY

1. Teaching, Advising and Counseling with Excellence (50)
 - Self Evaluation 10
 - Chair Evaluation 20
 - Student Advising/Counseling 20
2. Research and Creative Work (20)
 - a. Books Published
 - b. Articles Published
 - c. Published Book Reviews
 - d. Creative Works Performance
 - e. Research in Progress
3. University Services (10)
 - a. Attend Commencement Ceremony
 - b. Standing Committees
 - c. Sponsor Campus Organizations
 - d. Consultant-University
 - e. Recruiting Activities

- f. Faculty Senate or University Ad-Hoc Committees
 - g. Special Assignment
 - h. Curriculum Development
4. Professional Activities/Community Services
 - a. Service Learning
 - b. National, Regional or Local Officer in a Professional Organization
 - c. Editorial Staff in a Professional Organization
 - d. Presentations (Seminars, Addresses, Performances, Recitals, etc.)
 - e. Specify Other Valuable Professional Experiences/Contributions
 - f. Non-Degree Related Study: Travel, Workshop, etc.
 - g. Attending and Reporting on Professional Meetings/Conferences
 - h. Community Activity (United Way, Telethons, Volunteering for Non-Profits, etc.)
 5. Adhere to deadlines for submitting grades and other reports.
 6. Attend convocations, commencement exercises, faculty meetings, workshops and other meetings that are scheduled by the President, Provost and Vice President for Academic Affairs, Deans, Department Heads, Directors or Coordinators unless excused by the individual requesting the meeting, or extenuating circumstances or medical issues exist.
 3. Accept valid legitimate excuses provided by students and allow additional time to complete assignments.
 4. Maintain on campus conference hours as required by the university.
 5. Serve on committees and councils as needed.
 6. Update attendance in Banner at least every 14 days.
 7. Advise students and work with the registration and early registration process.
 8. Faculty who teach online classes are expected to maintain on campus conference hours of at least 10 hours per week during fall or spring semester, and at least 5 hours per summer session.
 9. Engage in scholarly activities such as professional development, research, publishing, service-learning activities, attendance and/or presentation at conferences or professional meetings – a minimum of 3 per 5 years.
 10. Submit annual reports prior to June 1st.
 11. Faculty are expected not to use Grambling State University's technology and other educational resources to teach online or face to face for other institutions.
 12. Faculty should have a current course syllabus that is available upon request.

EXPECTATIONS FOR ATHLETICS PROFESSIONALS

1. The Athletics must observe all regulations of the National Collegiate Athletic Association (NCAA), the Southwestern Athletic Conference (SWAC).
2. Knowledge of all NCAA, SWAC, College policies and regulations including, but not limited to, recruiting, eligibility, amateur status and conduct of sports.
3. Self-reporting of all known violations to appropriate administrators.
4. Full cooperation with the NCAA, SWAC, and Grambling State University in all investigations and furnishing any of these entities with truthful and complete information concerning involvement in or knowledge of any violation of NCAA Rules and Regulations.
5. Shall conduct themselves in a manner consistent with being a good role-model for young people.
6. Shall not breach or countenance the breach of any of the rules or standards of collegiate athletics by any student-athlete, booster or other individual associated with the Grambling program.
7. Shall exhibit respect for opponents and adhere to the standards that are set forth in the respective playing rules.

Additional Work and Behavior Expectations can be retrieved from the hyper link below:

[Bank of Expectations](#)