



HEAR Training around the corner

In July, HR announced the new employee performance management system, the Houston Employee Assessment and Review, or HEAR for short. Since that time, [Administrative Procedure 3-20 \(AP 3-20\)](#) on the HEAR process and the [HEAR Process Guidelines](#) have been approved, signed and released.

Now it's time for training.

All supervisors and managers will be required to take a 15-20 minute web-based training on [AP 3-20](#) before registering for a seven-hour face-to-face training on the HEAR process.

You have been registered for this web-based training in the city's Learning Management System (LMS) and should have received an email confirmation from the LMS administrator. You should encourage your employees to take it as well so that they can know more about the new HEAR procedures.

Face-to-face HEAR training sessions begin in early October and run through December. Sessions are available at the E.B. Cape Center as well as sites across the city.

HEAR training details

- Both registration and manager approval are required
- Submit a time-off request in KRONOS (Code: City Business)
- Late arrivals and walk-ins are not accepted, and a 15-minute tardy rule will be strictly enforced
- Download, print, and bring your training materials to the session (Instructors will have limited copies of the training manual)
- Bring a "current" goal or job duty for one of your employees to class (**required**)

No computer access?

There will be open labs held at the E.B. Cape Center for supervisors without access to a computer. See schedule below and mark your calendars. Those who attend the open lab will be able to complete the web-based training and register for the required face-to-face HEAR Process training for supervisors and managers. If you manage supervisors who do not have computer access, there is a [print-friendly version](#) of this email listed among the links below.



HEAR Open Lab Schedule at E.B. Cape Center				
Dates	Room	Start Time	End Time	
Wednesday, November 7	129	8 a.m.	5 p.m.	
Thursday, November 8	129	8 a.m.	5 p.m.	
Tuesday, November 13	129	8 a.m.	5 p.m.	
Wednesday, November 14	129	8 a.m.	5 p.m.	
Thursday, November 15	129	8 a.m.	5 p.m.	
Tuesday, November 27	129	8 a.m.	5 p.m.	
Wednesday, December 5	129	8 a.m.	5 p.m.	

Thursday, December 6	129	8 a.m.	5 p.m.
Tuesday, December 11	129	8 a.m.	5 p.m.
Tuesday, December 18	129	8 a.m.	5 p.m.
Wednesday, December 19	129	8 a.m.	5 p.m.
Thursday, December 20	129	8 a.m.	5 p.m.

Send questions or concerns to hear@houstontx.gov.

Important links:

- [AP 3-20](#)
- [HEAR Process Guidelines](#)
- [HEAR Web Page](#)
- [HEAR Flyer](#)
- [HEAR Brochure for Supervisors](#)
- [Print friendly version of email](#)

To access LMS:

1. Go to <http://lms.coh.gov>
2. Enter your username – e123456 (six-digit employee number with the “e” – use leading zeros if needed)
3. Enter your password – if this is your first time logging in, your password is “password” (all lowercase)

To launch the web-based training on AP 3-20:

1. Log on to the LMS at <http://lms.coh.gov>
2. Go to the "In-Progress Learning Activities" portlet
3. Click on "Administrative Procedure 3-20 (HEAR)"
4. Click the "Launch" button to open the online video player

The web-based training is best viewed using Internet Explorer

www.houstontx.gov/hr/hear.html | hear@houstontx.gov