



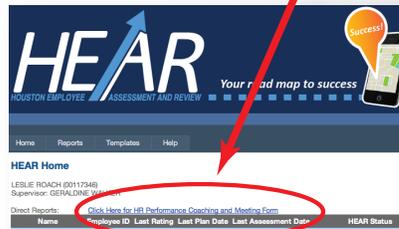
What's next?

A new beginning

As you finish up your 2012-13 assessments for non-supervisors and supervisors as well as finalize your employees' 2013-14 SMART goals, you may be wondering, "What's next?"

Now, you begin to monitor performance and document successes and opportunities for improvement. Before you know it, the first quarter review period will be here and if you document as you go, it will be a breeze to complete the FY14 assessments objectively and comprehensively.

Use the Performance Coaching form available on the HEAR Interim Application to document your employees' successes and opportunities for improvement. The form is also available on the HEAR web page.



To use the form effectively, simply:

1. Log into cohapp.cityofhouston.gov/hear.
2. Click on the Performance Coaching and Meeting form.
3. Enter your comments and observations.
4. Print form.
5. Meet with your employee for the required progress meetings in accordance to AP 3-20.
6. File the forms in the employee's file.
7. Refer to the forms when finalizing your employee's FY14 HEAR assessment.



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Timeline and Upcoming Events

2013-14 work plans due
September 2013 (all employees)

1st quarter work progress meeting
October, 2013 (non-supervisors)
November, 2013 (supervisors)

2nd quarter work progress meeting
January, 2014 (non-supervisors)
February, 2014 (supervisors)

3rd quarter work progress meeting
April, 2014 (non-supervisors)
May, 2014 (supervisors)

2013-14 assessments due
June 30, 2014 (non-supervisors)
July 31, 2014 (supervisors)
New plans are due 30 days following the assessment

As you complete new SMART plans, here's a few reminders:

Goal and behavioral factor limits

The HEAR Interim Application now limits the maximum number of SMART Goals and Behavioral Factors to four. HEAR Department Administrators can assist departments in running a variety of different reports. Locate your department's HEAR Administrator at www.houstontx.gov/hr/hear.html.

HEAR SMART goal development guide

Please review the HEAR SMART Goal Development and Template Guide. This will assist you in creating solid SMART goals for your department's HEAR-eligible employees, if you haven't done so already. To access the guide log into the HEAR Interim Application and click on Templates>Step 2 Build Template Content or visit the HEAR web page.

See second page for the HEAR transition matrix chart.

A message from the project manager

The HEAR Project Team would like to thank everyone in supporting the EPE to HEAR transition. We have made great strides to transform our city's performance management culture one employee at a time. Thank you for doing your part and remember, we HEAR you too!

Noel A. Pinnock, CPM



HEAR Transition Matrix 2012-2013 & Beyond

Review Periods	Non-supervisors	Supervisors/Managers	Parameters	Notes/Milestones
2012-2013 HEAR Plan/Review Period	Start: Original Plan Date Completed by: 6/30/13	Start: Original Plan Date Completed by: 7/31/13	<ul style="list-style-type: none"> Plan start date is based on the original plan date Annual review extended to align with fiscal year-end for non-supervisors; supervisors to follow one month afterwards New plans should be developed and presented to the employees 30 days after the review is completed 	<ul style="list-style-type: none"> Plans are copied "as-is" with the exception of modifying the factor names: <ul style="list-style-type: none"> Outstanding to Exceptional Strong to Exceeds Expectations Acceptable to Meets Expectations Needs Improvement to Below Expectations Unsatisfactory to Needs Improvement 50/50 section weights for non-supervisors 50/25/25 section weights for supervisors/managers Complete Final HEAR Assessment on or before the revised end dates
2013-2014 HEAR Plan/Review Period	Start: 7/1/13 Completed by: 6/30/14	Start: 8/1/13 Completed by: 7/31/14	<ul style="list-style-type: none"> Plan start date is 7/1 for non-supervisors and 8/1 for supervisors/managers Annual reviews should begin 30 days prior to the end period New plans should be developed and presented to the employees 30 days after the review is completed 	<ul style="list-style-type: none"> Develop job goals using the SMART Goal Methodology <ul style="list-style-type: none"> 1 to 4 SMART Goals (4 max) 1 to 4 Behavioral Factors (4 max) 1 to 4 Managerial Factors (4 max) HEAR Work Plan meeting (20-40 minutes) Quarterly Progress Meetings (2 min. @ 20 – 40 minutes per occurrence) HEAR Assessment Final Review Meeting (20-40 minutes) on or before the end dates
2014-2015 HEAR Plan/Review Period	Start: 7/1/14 Completed by: 6/30/15	Start: 8/1/14 Completed by: 7/31/15	<ul style="list-style-type: none"> Plan start date is 7/1 for non-supervisors and 8/1 for supervisors/managers Annual reviews should begin 30 days prior to the end period New plans should be developed and presented to the employees 30 days after the review is completed 	<ul style="list-style-type: none"> Revise job goals using the SMART Goal Methodology <ul style="list-style-type: none"> 1 to 4 SMART Goals (4 max) 1 to 4 Behavioral Factors (4 max) 1 to 4 Managerial Factors (4 max) HEAR Work Plan meeting (20-40 minutes) Quarterly Progress Meetings (2 min. @ 20 – 40 minutes per occurrence) HEAR Assessment Final Review Meeting (20-40 minutes) on or before the end dates

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