

HEAR & Now

A bi-weekly employee performance message for supervisors

Your road map to success



Getting Started

Plan early, plan SMART

Have you starting individual planning sessions with your employees about their SMART goals? Don't wait until the last minute - April is right around the corner. Schedule your planning sessions now.

Key elements of a successful HEAR planning session

- **Do your homework.** Before meeting with each employee, identify their critical tasks, responsibilities, and key "deliverables" for each task.

A deliverable can be a product or service, depending on the work that supports their classification, and can be an ongoing or a one-time responsibility.

List no more than four critical tasks.

Determine when and where you will meet with employees so you can give them your undivided attention.

- **Educate your employees about the process.** During your staff meeting, or individually, let employees know that you will be scheduling an individual planning meeting with each one to discuss responsibilities, goals, tasks, and to create SMART goals to prepare their individual HEAR plan form.

Explain what a SMART goal is. Use the questionnaire on Page 34 to assist you in explaining the concept to your employee.

Encourage your employees to make a list of their responsibilities, goals, and tasks, as well as how long it takes to complete them, so they can provide input into the process.

Inform employees that you will periodically monitor their performance throughout the HEAR assessment and review period.

- **Schedule the session, giving the employee enough time to prepare.** Consider blocking your calendar for a half day, full day or more to do nothing but conduct HEAR planning sessions with your employees until they are all accomplished.

Consider scheduling a conference room so you won't be tempted to answer ringing phones, email, or uninvited visitors during the session.

Homework: Go ahead and schedule your planning sessions now. It will take some time to develop SMART goals. Be sure to leave enough time for planning so that you and your employees get the most out of HEAR.

Volume 2 | Number 1
January 11, 2013

Timeline and Upcoming Events



A message from the project manager

I want to thank everybody that participated in the HEAR process training, and we are looking forward to the launch of our interim HEAR application. Stay tuned ...

Noel A. Pinnock
HEAR Project Manager