

# HEAR & Now

A bi-weekly employee performance message for supervisors

Your road map to success



## Getting Started

### Did you attend HEAR training?

Eight-eight percent of city supervisors and managers attended HEAR training. Congratulations - you are on your way to being a key player in improving employee evaluations!

Now it's time to start thinking about converting existing goals into SMART goals.

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### Keep in mind

- Writing clear and measurable goals/objectives is the most important task in the HEAR process.
- Clear and measurable goals/objectives add objectivity to the performance review process and provide a context for the employee to understand what is expected of them.
- It is important to build realistic timelines into work plans that enable you and employees to track progress towards their performance goals.
- Although this seems easy in theory, some employees and managers struggle to identify measurements and milestones that help gauge progress.

Use the following as a guide for creating measurable goals:

MEASURABLE CRITERIA CONSIDERATIONS FOR RATINGS	
QUANTITY	How much of this task must the employee accomplish to be rated Exceptional, Exceeds Expectations, or Meets Expectations?
QUALITY	How well must the employee perform this task to be rated Exceptional, Exceeds Expectations, or Meets Expectations?
TIME	How long should the employee need to complete the task well enough to be rated Exceptional, Exceeds Expectations, or Meets Expectations?
COST	What budget was needed (or established by agreement) to complete this task well enough to be rated Exceptional, Exceeds Expectations, or Meets Expectations? (This may be a measure for management employees.)

### Did you miss training?

You have one more chance. E.B. Cape has added four new high-capacity classes on January 14, 15, 16, and 17 at the E.B. Cape. **You will not be able to perform employee evaluations without completing HEAR training.** Sign up for one of these classes at [lms.coh.gov](http://lms.coh.gov).

## Timeline and Upcoming Events



### Performance Impact goes offline on January 31

If you want a copy of any employee evaluations that you completed in PI, be sure to log on and download them before January 31.

To access PI, visit [cohepe.cityofhouston.net](http://cohepe.cityofhouston.net).

For download instructions, visit [houstontx.gov/hr/hear.html](http://houstontx.gov/hr/hear.html).