

# HEAR & Now

A bi-weekly employee performance message for supervisors

Your road map to success



## Getting Started

Volume 1 | Number 2  
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### Your role and responsibilities

#### As a supervisor, you will:

- Complete the HEAR process according to these guidelines
- Ensure objective rating criteria by developing SMART goals and behavioral factors, which are aligned with the department strategic goals
- Prepare and discuss the HEAR plan form with the employee
- Provide feedback at least two times per year using the plan form as a basis for the assessment
- Maintain complete documentation on employee performance
- Take appropriate steps to maintain effective levels of performance (including coaching, counseling, training, etc.)
- Identify professional growth and development opportunities
- Keep current on HEAR training
- Meet at least twice a year with reviewing authority to discuss HEAR progress

Want to know what the employee's roles and responsibilities are? Sign up for your HEAR training to learn more.

### HEAR training notes

Before you will be allowed to do employee evaluations, you must take the HEAR training. And a prerequisite for the seven-hour HEAR training is the web-based training on AP 3-20. Classes run through the end of December, but don't wait until the last minute, sign up online today through LMS.

There are classes located all over the city. Here are just a few of the locations available to you. Log on to LMS to find a class near you.

9455 W. Montgomery  
8000 N. Stadium Drive  
611 Walker  
3203 S. Dairy Ashford

1002 Washington Avenue  
17000 Aldine Westfield  
8300 Mykawa  
6200 Wheeler

### Log on to LMS to check on HEAR training status for your direct reports

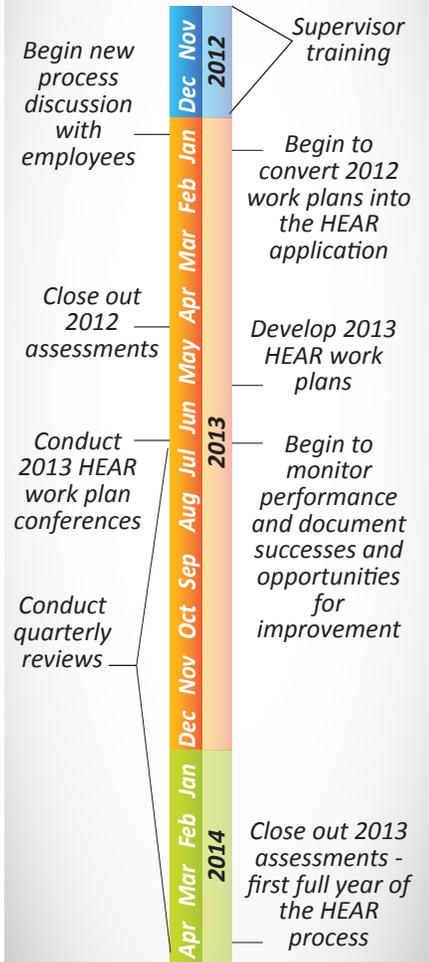
- Log on to LMS at [lms.coh.gov](http://lms.coh.gov) and "Go To: Team Dashboard" using menu at top right
- Click on "Team Learning" in top menu
- Then, click on "Completed Courses" on left menu
- Choose employee and date range to see their completed courses

### Homework - Department Goals:

- Employee goals must align with department goals. Do you know what your department's goals are? Do some research and find out what they are.



### HEAR process timeline



### A message from the project manager

The HEAR Process represents a major paradigm shift for all of us in the city, and we need the support of every employee to ensure success. Total success depends on you!

Noel A. Pinnock  
HEAR Project Manager