WAYNE STATE UNIVERSITY
HUMAN RESOURCES

COURSE OVERVIEW

COURSE NAME
Performance Management at WSU

FACILITATION
Elizabeth Rager, Organization & Employee Development; Roy Barnett, HR Client Services

COURSE LENGTH:
3 Hours

TARGET AUDIENCE:
Senior HR Consultants, HR Consultants. Directors: Shortened Version (Items Asterisked) – 1.5 hours

COURSE DESCRIPTION
Performance Management is key to the WSU HR Strategy of Talent Management. Wayne State has a variety of processes for a variety of employees. The HR Consultant plays a key role in a number of employees processes and may be called to counsel in situations of employees who are not under their auspices. Reviewing performance reviews/appraisal for consistency and appropriate wording will be paramount to this role. Also the responsbility of coaching supervisors on how to be honest and direct in their feedback without being personal or opinionated is part of this role. Understanding our processes and forms and the new automated system will be important for this role as consitutents will be turning to the HR Consultant as the expert to guide them. This course will review the processes at Wayne State; the HR Consultant's role in the processes and provide a general overview of how to support supervisors with objective planning and expectations; as well as provide a disucssion on the the importance of cometencies and how to tie them to development; it will also include a revies of an effective performance meeting; and how to do final reviews.

LEARNING OBJECTIVES
As a result of this module, participants will be able to:

- Identify the different processes at WSU and what type of employee is involved in what process*
- Identify Wayne State Purpose of Performance Management*
- Determine where your role begins and where your role ends with different employee groups/unions in different processes
- Automated Performance Management System
    - Identify steps and timeline in the process for non-academic represented employees who receive reviews
        - Planning
            - Job Descriptions

- SMART Expectations general
- List specific workflow steps
  - Ongoing Process
    - Discuss objective observation, avoiding assumptions and documentation in general
    - Determine key components of employee's performance that supervisors need to rate in process
    - Utilize Manager Notes and Feedback/Employee Notes in general
  - Annual review
    - Avoid rating error pitfalls general
    - Distinguish the difference between the ratings of the rating scale
    - List specific workflow steps
  - Identify Effective Performance Review Meeting in general
    - Coach supervisor to prepare for the meeting in general
    - Identify key components of the performance appraisal meeting in general
  - Identify the steps of Appeal Process
  - o Identify steps and timeline in the process for non-academic represented employees who receive reviews*
    - Planning
      - Job Descriptions
      - SMART Objectives general
      - List specific workflow steps*
    - Ongoing Process (Refresh from above)*
    - Final Assessment*
      - Distinguish the difference between the ratings of the rating scale
      - List specific workflow steps*
- Distinguish the Different Probationary/Provisional/Qualifying Processes*
- Identify Resources and tools to use in handling WSU Performance Management*

PREREQUISITES (for Senior HR Consultants, HR Consultants and optional for Directors)
Prior to this module, it recommended participants complete the following Accelerate courses to give them the general background knowledge in good techniques of performance management:

Accelerate Courses
- *Human Resource Development: Performance Appraisal and Talent Management* (hr_12_a03_bs_enus).   Start with the pretest. If you pass at 80% that meets the pre-requisite. (1 hour)
- *Performance Appraisal Essentials: Planning for Appraisals* (mgmt._17_a01_bs_enus). Start with the pretest. If you pass at 80% that meets the pre-requisite. (1.0 hour)
- *Assessing Performance Continuously* (mgmt._11_a01_bs_enus). *Lesson 2: Continuously Communicating about Performance*. Start with the pretest. If you pass at 80% that meets the pre-requisite. (1 hour)
- *Performance Reviews* (mgmt._11_a02_bs_enus). *Lesson 1: The Performance Appraisal Discussion.* Start with the pretest. If you pass at 80% that meets the pre-requisite. (1 hour)