

Employee Performance Evaluation Frequently Asked Questions



Introduction:

Employee feedback from supervisors has time and again been shown to improve employee performance and long term job satisfaction. Annual employee performance evaluations are only a piece to the puzzle. Ongoing feedback, praise for good work, and clear expectations provide employees and supervisors with tools to communicate and facilitate the work necessary to move our mission forward. It is a supervisor's responsibility to hold employees accountable for their job performance.

Frequently Asked Questions:

Is it necessary to conduct evaluations if the employee is doing their job well?

Research shows that employees seek to know how they are doing; an annual performance evaluation is a perfect opportunity to formally praise an employee that has done good work. Also, in accordance with the State of Minnesota statutes 43a, MnSCU policy 4.9 and the collective bargaining agreements it is Anoka Technical College policy that every employee receives an annual performance evaluation.

Are there specific instructions for employee evaluations?

Yes, there are specific forms and guidelines to help you complete the process. Minnesota Management & Budget (MMB) has put together performance management resources for State of Minnesota supervisors. You can access MMB articles and handouts at www.mmb.state.mn.us/eap-art.

Performance evaluations are only once a year. What about the day- to- day?

Employees need to know what they are supposed to do and how they are supposed to do it. The first line of defense is to have an accurate position description in place. An accurate position description combined with clear expectations and continuous feedback give employees the information they need to understand how they are doing. The outcomes of a performance evaluation should never be a surprise. Some helpful ways to provide employee feedback:

- Recognize and acknowledge a job well done.
- Clearly describe behavior that deserves recognition and why.
- Express personal appreciation when an employee's performance supports the department's goals.
- Understand that mistakes happen. Give employees the opportunity to learn from their mistakes.
- Clearly define job related problems and the impact mistakes have on employee performance and departmental functions within the organization.
- Clearly define a resolution plan with time lines to solve job related problems.
- Check back often for progress.
- Please refer to the <http://www.mmb.state.mn.us/eap> if you believe an employee's personal or professional life is interfering with their job performance.

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What if the employee fails to meet expectations or position description job performance goals related to their primary responsibilities?

The first step is to identify the problem.

- Why is the employee failing to meet the expectations?
- Are the expectations clearly defined?
- Is the problem a performance problem or a behavioral problem?
- How does the problem impact the rest of the department and/or organization?
- Can the employee do the job?
- Will the employee do the job?

The second step is to identify a solution.

- Give specific details about what needs to change.
- Give specific time lines for change to occur.
- Offer any available resources.
- Identify the next steps if the problem is not resolved.

What if performance doesn't improve?

Good performance management is guided by industry best practices as well as the collective bargaining agreements. Progressive disciplinary actions are outlined in each of the collective bargaining agreements. Each of the current contracts outline the purpose and process for disciplinary action.

- ASFCME employees Article 16
- MAPE employees Article 8
- MMA employees Article 6
- MSCF employees Article 25
- MnSCU Administrators Plan Section 1.03 subd. 5

All contracts can be accessed at www.mmb.state.mn.us/ag-serv/lr.