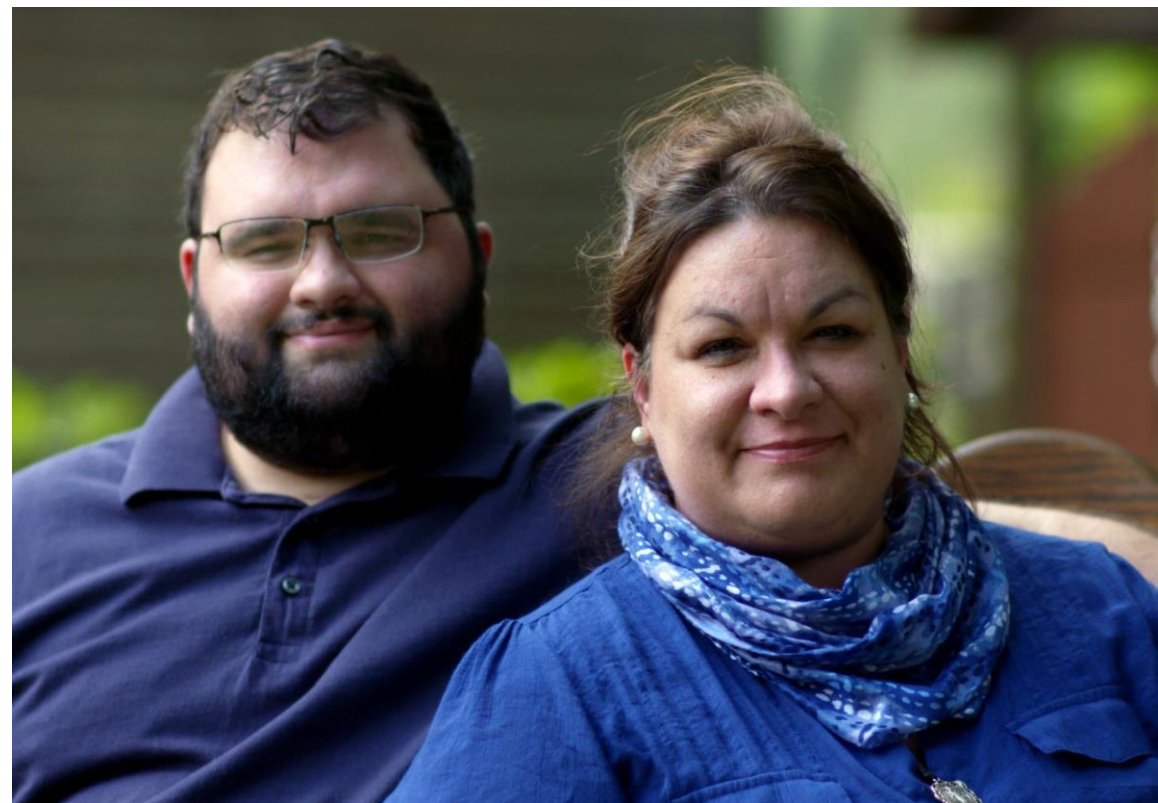


Welcome to the Webinar Series on the Workforce Toolkit

We will begin at 2:00 p.m. central

Assessing Employees Tools for Retention



Mark Olson
Institute on Community Integration
University of Minnesota

In today's webinar we will

- Define what employee assessment is.
- Provide an overview of the Employee Assessment Process
- Explain why it is important to conduct ongoing employee performance assessments
- Explain the connection to employee development programs

Employee Performance Assessments

- AKA
 - Annual job review
 - Performance review
 - Employee performance appraisal
 - Employee performance evaluations
 - Others?



Where are you today?

- Do you currently provide employee performance assessments?
 - *If yes*, what is working well about them?
 - What could be improved regarding how they currently work?
 - Who do you need to work with to make improvements?
 - What are your next steps to improve the Performance Review process?
- *If not*, who do you need to work with to develop an employee performance review process?
- What are your next steps to begin the Performance Review process?



Utilizing Employee Performance Assessment

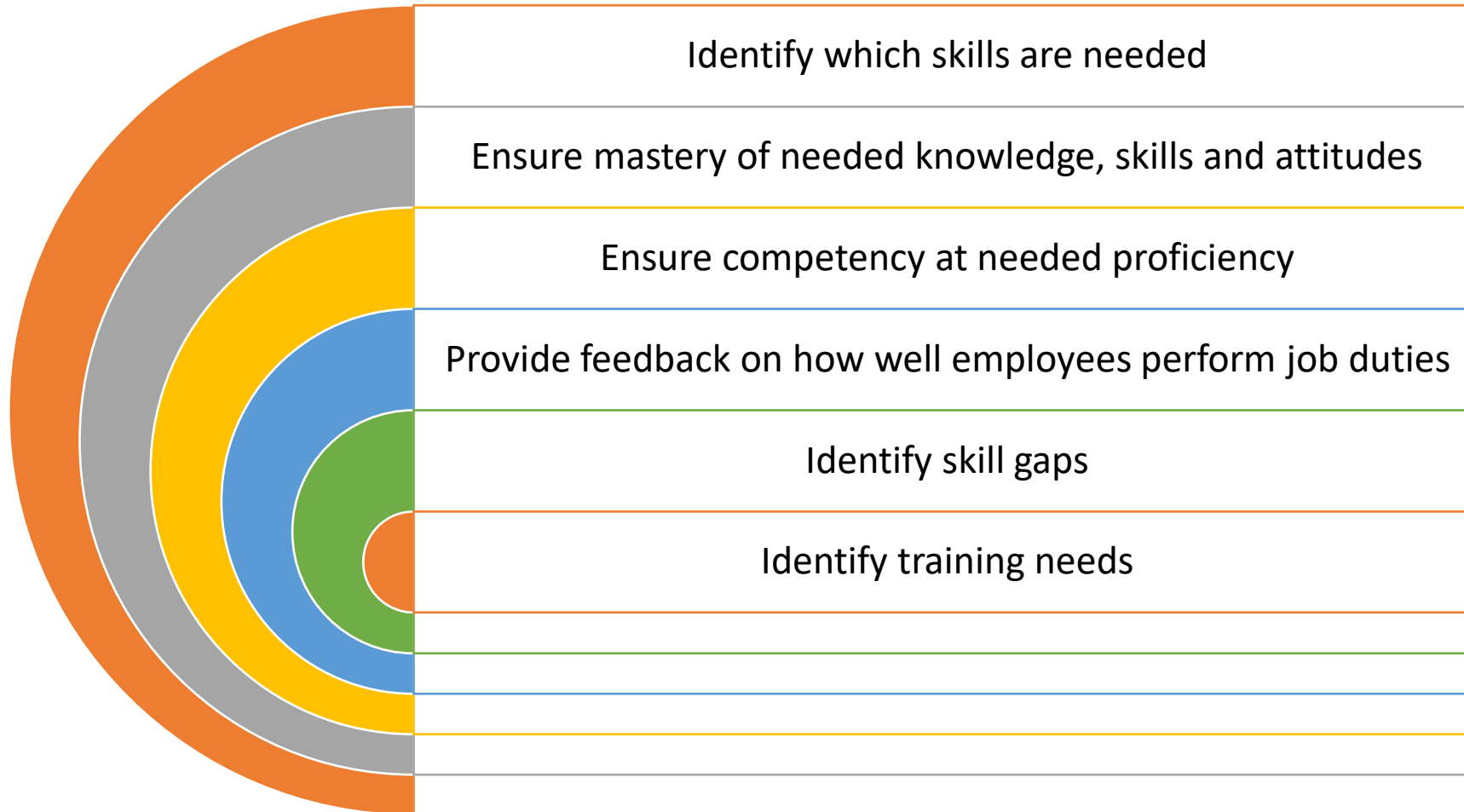


Why are Employee Performance Assessments Important?

- Changes in Service System
 - DSPs and FLSs supporting community inclusion
 - Often work with less direct and formal supervision
 - Often work alone in scattered work sites
 - Services are more individualized and outcome based



Reasons to Assess Skills Regularly



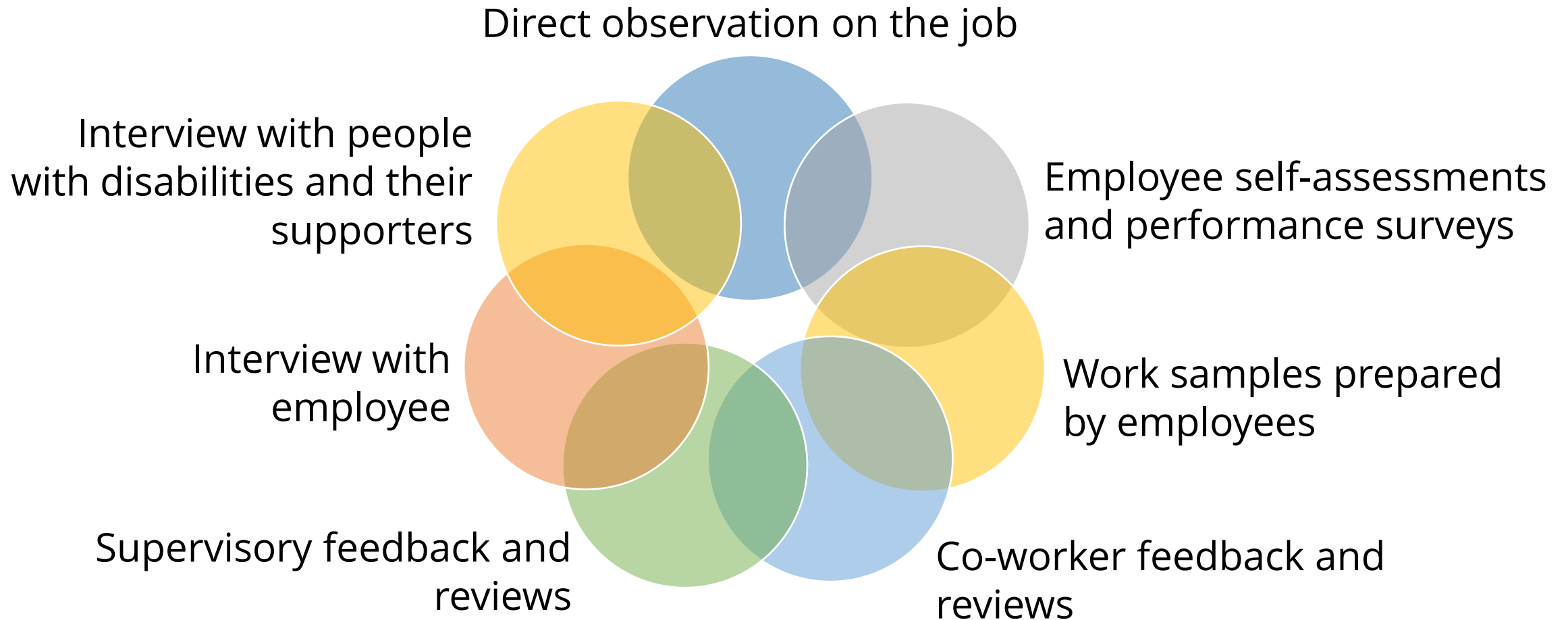
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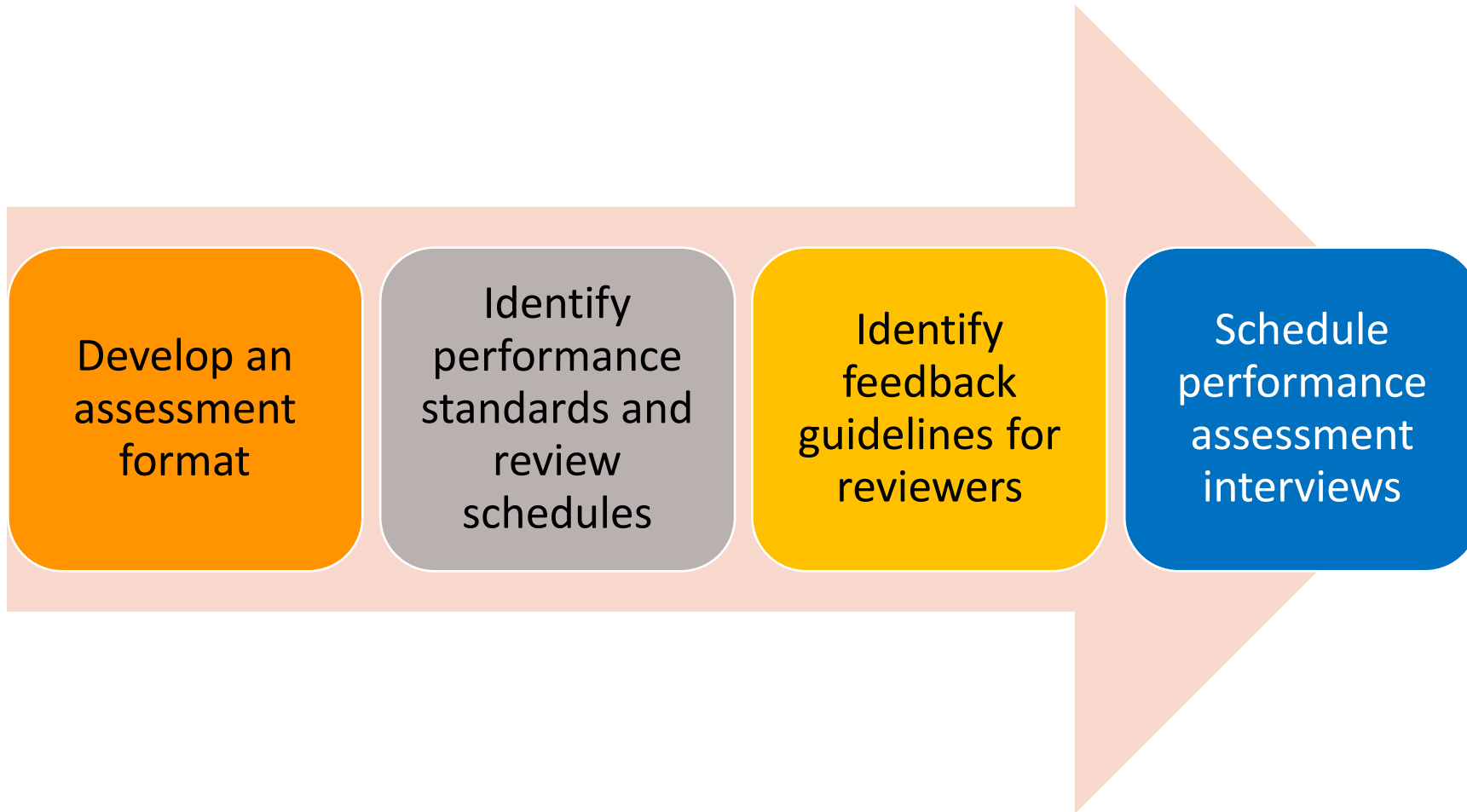
Which of the following techniques have you used in assessment? Select all you have used.

- ☐ Direct observation on the job
- ☐ Employee self-assessments and performance surveys
- ☐ Work samples prepared by employees
- ☐ Co-worker feedback and reviews
- ☐ Supervisory feedback and reviews
- ☐ Interview with employee
- ☐ Interview with people with disabilities and their supporters

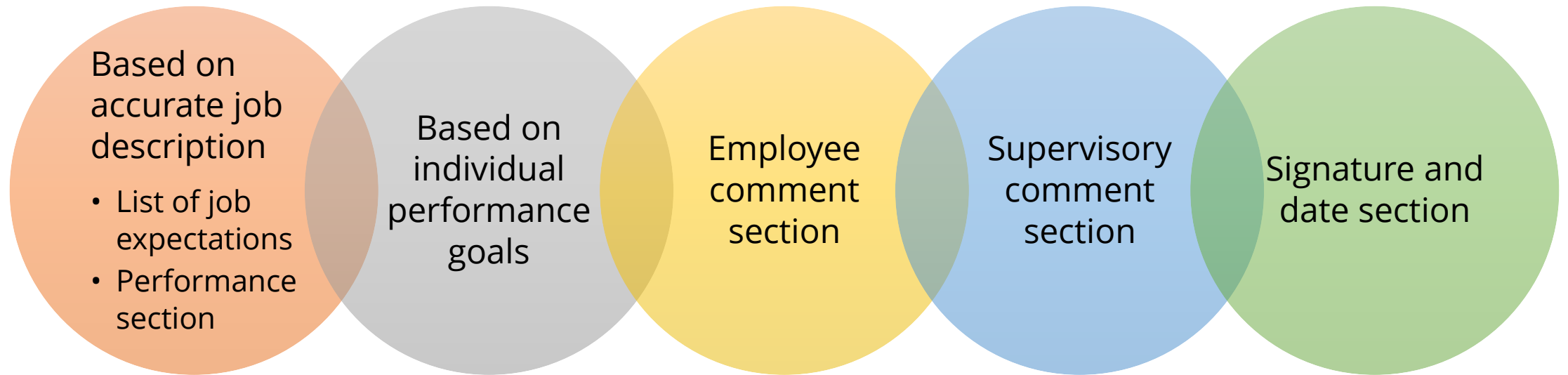
Employee Performance Assessment Methods



Developing an Employee Performance Assessment Process



Develop an Assessment Format and Form



Identify Performance Standards and Review Schedules

- New employees – 30-60-90 day reviews
- All employees – at least annually
- As needed to address issues / problem areas
- Consistency:
 - Use the same evaluation format for all employees
 - Customize to specific job positions
- Competency assessment examples
 - Minimum expectations
 - Non-acceptable performance
 - Exceptional performance



Identify Guidelines for Reviewers

- Set rating standards
 - Minimum acceptable / non-acceptable levels
 - Introductory
 - Practice
 - Proficient
 - Advanced
 - N/A
 - Practice providing both positive and negative feedback

Schedule Performance Assessment Conversations

Allow time and space for private discussion

Use employee self-evaluation information

Listen to the employee

Provide honest constructive feedback
– listen to their response to feedback

Show appreciation for work well done and commitment to people they support

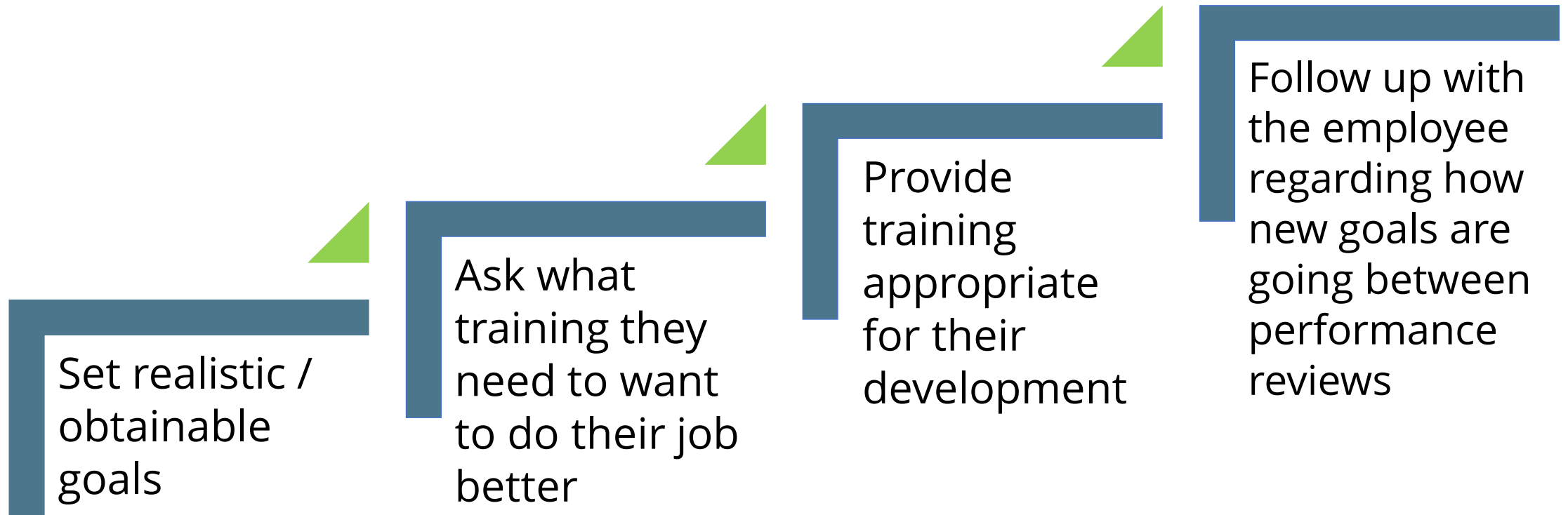
Encourage all levels of performers

Identify tools and resources they need to do their job



Two way communication

Next Step - Employee Development Planning



8 Steps for Implementation

Step 1: Identify and assess the problem

Step 2: Select an intervention strategy

Step 3: Identify components of the strategy

Step 4: Identify barriers to implementation

8 Steps for Implementation

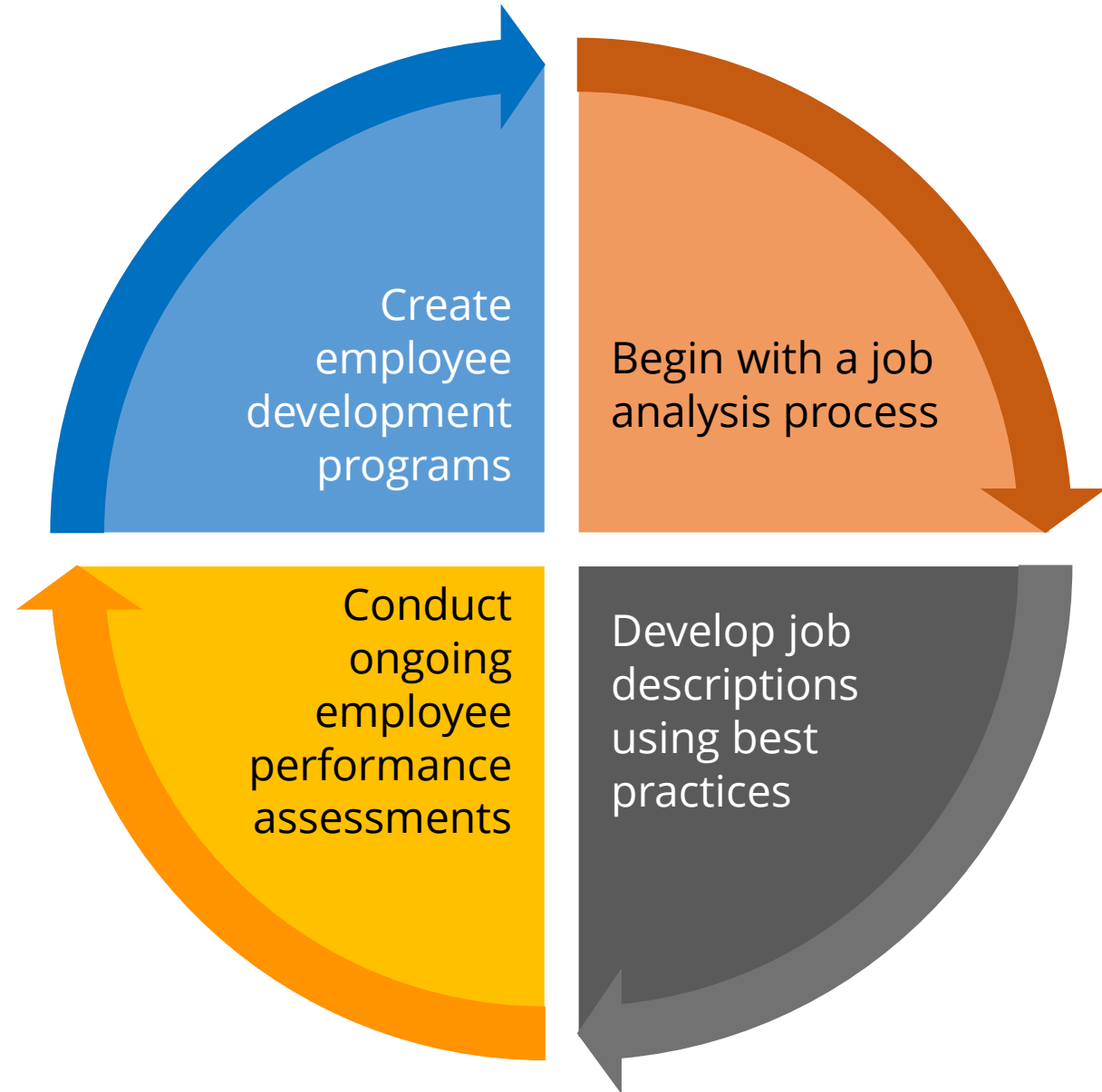
Step 5: Identify support for the strategy

Step 6: Set goals, measure progress & establish a time frame

Step 7: Implement the strategy

Step 8: Evaluate success

Employee Development as retention strategy



Q&A

Please post your questions by clicking on the Q&A button in the lower tab of your zoom screen just next to the chat button.

References and Resources

Larson, S.A. & Hewitt, A.S. (2012). *Staff recruitment, retention, training strategies for community human services organizations*. Minneapolis: Institute on Community Integration. Retrieved from https://ici.umn.edu/products/docs/Staff_Recruitment_book/Staff_Recruitment_book.pdf

DirectCourse. (2019). CFSM training and orientation: Understanding employee assessment lesson.

Learn more <https://www.directcourseonline.com/frontline-supervision-management/>

Questions?

To receive the slides from today's webinar or to further discuss this strategy:

- Contact your University of Minnesota consultant
- Go to: tenncare.ici.umn.edu
- Email us at: dsp-tn@umn.edu

<https://tenncare.ici.umn.edu/>