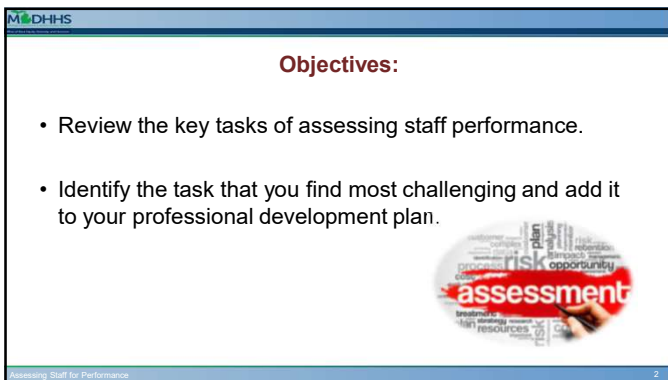
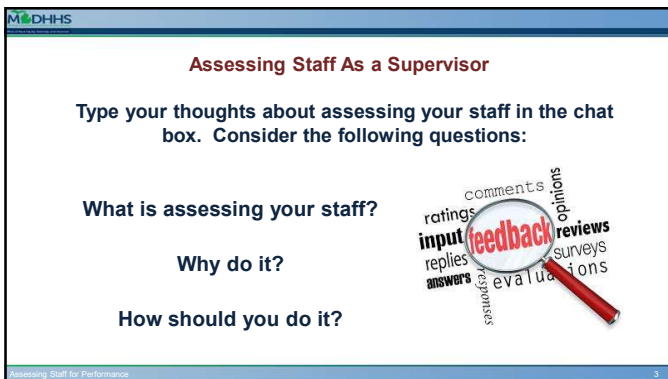


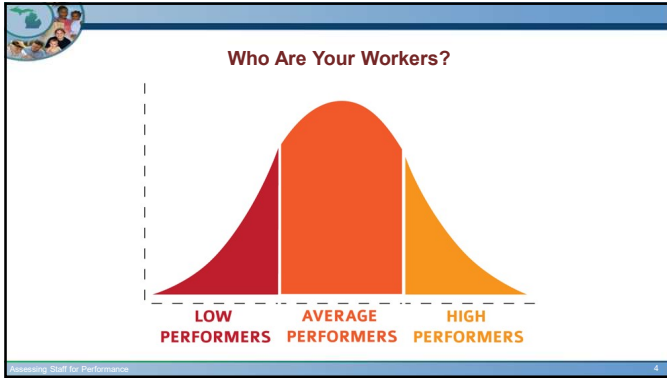
1



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4

Why Assess Staff?

- Notice opportunities to mentor growth
- Provide positive reinforcement whenever possible
- Assess for Secondary Trauma
- Schedule a face-to-face when you see staff struggling

good job

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How Will You Assess Performance?

- Let's do an activity to share our results from the Assessing for Performance Checklist.
- I will call on each of you to respond.
- I will put an **X** by the key task of assessing for performance that may be difficult for you and that you would like to focus on in the first month of your job.
- I will put an **X** by the task that you think will be easiest for you to do.

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Tools for Assessment

- MiTEAM Fidelity Tool
- MiTEAM Practice Guide for Supervisors
- MiSACWIS




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Assessment Follow Up

- Set early deadlines for workers and talk to them individually about meeting them.
- When everyone is struggling, check in with the team to see if deadlines are realistic.
- Set ticklers for workers when you give them a deadline or use Outlook.
- Ask workers what can be done to get back on track.



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Providing Feedback



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Types of Feedback:

Highlight Strengths: Recognize the performance to be *maintained*.

Opportunities for Growth: Recognize the performance to *change, improve, or refine*.

Criteria for Effective Feedback:

- Specific** – Clearly defined or identified.
- Concrete** – Definitive. Not Abstract.
- Useful** – Able to be used for a practice purpose or in several ways.
- Timely** – Immediately or as soon as reasonably possible.




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Steps for Providing Effective Feedback

STEP 1: Self-Assessment
Ask for his/her assessment of their own performance
• *How do you think it went?*

STEP 2: Other(s) Assessment
Ask what he/she thinks someone else might think/feel.
• *How do you think Ms. Example feels like it went?*

STEP 3: Mentor's Assessment
Provide feedback and coaching as a mentor.
• *This is what I noticed that could be maintained or changed.*




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How do we assess our staff, yet not appear to be micromanagers?

If you don't engage workers, enforcing just looks like a police state.

1. Set Clear Expectations.
2. Openly Discuss Accountability.
3. Use Lots of Data.
4. Work with them to Make a Plan.




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M+DHHS

Leaders inspire people to want to do something.
Managers hold people **accountable** for doing something.

What does it mean to LEAD?




What does it mean to Manage?

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M+DHHS

Top 10 Differences Between Managers and Leaders




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M+DHHS

Engagement and Accountability



- Supervision works best when both are present.
- You can be effective without micromanaging your workers.
- Set your culture up front for buy-in.
- Explain how to use the tools and provide clear expectations.



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Performance Plans

Poll question:

Do you find Performance Plans to be valuable in your office as they are currently used?

Yes

No

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Performance Plans

- We often need to regularly audit our workers with performance plans.
 - Find out if your agency has a specific template.
 - As much as possible, tailor it to each worker.
 - Learn how often they are completed.
- Within DHHS there are mandatory competencies.
- Add 3 competencies for each worker that you select together.

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Mentoring through Modeling Parallel Steps: Assessing Staff for Performance

A Leader is one who knows the way, goes the way, and shows the way.

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M.DHHS

References

- [Joseph Grenny: How to Hold Those You Love Accountable | Reach BIG Idea](#)
- [Staying Involved Without Micromanaging](#) The Management Center
- [8 Tips to Stop Micromanaging & Start Leading](#) By Caroline Vander Ark May 23, 2015

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