Performance Management at MURC

Supporting Employee Success

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Training Objectives

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By the end of this training, participants will be able to:

- Understand the purpose of MURC's performance management process.
- Identify the key steps in the annual performance cycle.
- Develop effective employee goals.
- Apply MURC competencies when evaluating performance.
- Conduct productive performance conversations.
- Provide constructive feedback that supports employee growth.

Why Performance Management Matters

MURC defines performance management as an ongoing communication process between supervisors and employees focused on accomplishing organizational objectives. The process includes:

- Explaining expectations
- Setting goals and objectives
- Offering feedback
- Assessing results

Performance management should be a continuous conversation throughout the year, not simply an annual evaluation.

Why Performance Management Matters

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Benefits

Employees:

- Clear expectations
- Professional development opportunities
- Regular feedback
- Recognition of accomplishments

Supervisors:

- Improved accountability
- Better alignment with department goals
- Enhanced employee engagement
- More consistent performance outcomes

MURC:

- Supports strategic objectives
- Encourages continuous improvement
- Aligns individual efforts with organizational success

Overview of the MURC Process

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Step:	Due Date:
1. Supervisor Sets Plan	8/31/2026
2. Mid-Year Check-In	3/31/2027
3. Employee Self-Evaluation	6/1/2027
4. Supervisor Evaluation	6/5/2027
5. Meeting & Signoffs	6/15/2027
6. Second-Level Approval	6/20/2027

Although not included with a due date, regular check-ins or monthly 1:1s are highly encouraged to have an open conversation about ongoing performance

Overview of the MURC Process

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New Hire Process

Recently hired employees will not appear in our PeopleAdmin portal until the next review period (7/1/2027 - 6/30/2028)

3-Month Review

- Employees that have worked less than 3 months at MURC. will have a paper evaluation; evaluations at the end of the 3rd month following their first work date anniversary in Banner.

6-Month Review

- Employees that have worked more than 3 month and less than 6 months at MURC will have a paper evaluation; You will complete their evaluations at the end of the 6th month following their first work date anniversary in Banner.

Employees who were hired at least 6 months prior to review period

- Annual evaluations are for employees that have worked more than 6 months at MURC. These evaluations will be processed in PeopleAdmin for all **Salaried MURC Staff**. These evaluations will be completed in your Employee Portal.

Setting Effective Goals

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Goals answer the question:
“What specific results do we want to achieve this year?”

Goals should be SMART:
Specific
Measureable
Achievable
Relevant
Timebound

Example: Reduce onboarding completion time from 15 to 10 business days by Dec. 31.

Setting Effective Goals

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Best Practices

Do

- Connect goals to department priorities
- Include measurable outcomes
- Focus on results, not activities
- Include departmental goals
- Discuss goals collaboratively with employees

Don’t

- Set vague goals
- Set too many goals
- Focus only on daily tasks
- Create goals employees cannot control
- Wait until end-of-year to discuss progress

Setting Effective Goals

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Practice:

Weak Goal: Improve organization
Strong Goal: _____

Weak Goal: Help with grants
Strong Goal: _____

Weak Goal: Be faster and more accurate
Strong Goal: _____

MURC Competencies

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- Teamwork
- Quality, Health, and Safety
- Customer Focus
- Efficiency and Flexibility
- Professional Development and Technical Knowledge

Evaluating Performance

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Ratings:

4. Exceptional
3. Exceeds Expectations
2. Meets Expectations
1. Needs Improvement

Use objective evidence and avoid rating biases.

Evaluating Performance

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Use

- Work products
- Metrics
- Outcomes
- Feedback
- Observations

Avoid

- Personal opinions
- Recent events only
- Isolated incidents

Common Rating Errors:

1. Letting one strength influence all ratings
2. Letting one weakness influence all ratings
3. Rate everyone too high
4. Rate everyone too low
5. Focusing only on recent events

Feedback Conversations

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Use SBI Model:

- Situation
- Behavior
- Impact

Provide specific recognition and developmental feedback throughout the year.

Feedback Conversations

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Recognition Tips

When employees perform well:

- Be specific
- Recognition results
- Connect accomplishments to goals
- Highlight positive impact

Development Tips

When improvement is needed:

- Focus on behaviors
- Discuss expectations
- Listen to employees perspectives
- Create an action plan
- Establish follow-up dates

Supervisor Action Plan

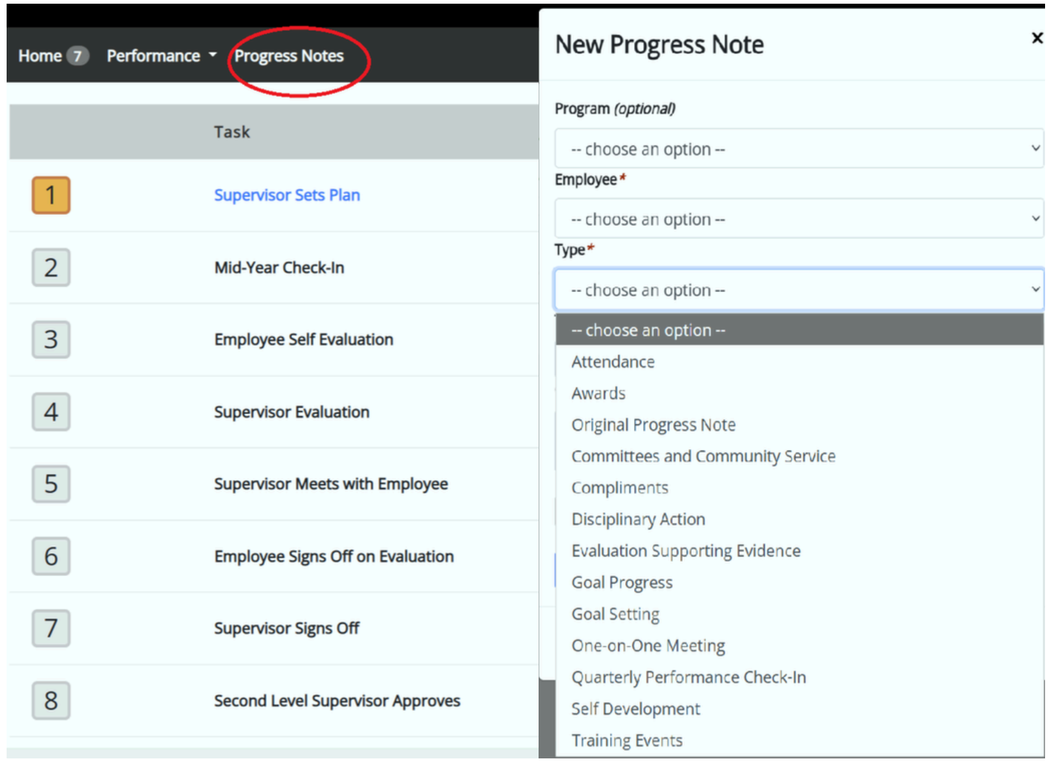
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Throughout the year:

- Provide regular feedback
- Recognize accomplishments
- Document performance examples
- Conduct meaningful check-ins
- Use Progress Notes feature
- Encourage employees to document their performance too
    - remind them that they will write their own evaluation

Before Evaluation:

- Review goals and outcomes
- Evaluate competencies objectively
- Gather supporting evidence
- Prepare development recommendations



Key Takeaways

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- Goals measure WHAT is accomplished.
- Competencies measure HOW work is performed.
- Continuous feedback drives performance and development.

THANK YOU!

Visit our website:

www.marshall.edu/murc/human-resources-payroll-office/

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