

Participating in the MAP Process



A WEBINAR RECORDING FOR STATE OF ARIZONA EMPLOYEES



**M A N A G I N G
A C C O U N T A B I L I T Y &
P E R F O R M A N C E**

For a greater state of success!



About Your Host

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Author of *Painless Performance
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Performance Conversations*

Supporter of public sector
employees



Session Objectives



By the end of this webinar, you be able to:

- Use **MAP** to get clear and specific feedback on your job performance
- Apply the **MAP** rating scale to specific competencies
- Keep a record of your own performance using the “Take Notes” function in **MAP**
- Write a Self-Appraisal using **MAP**
- Fully participate in the **MAP** Appraisal Process

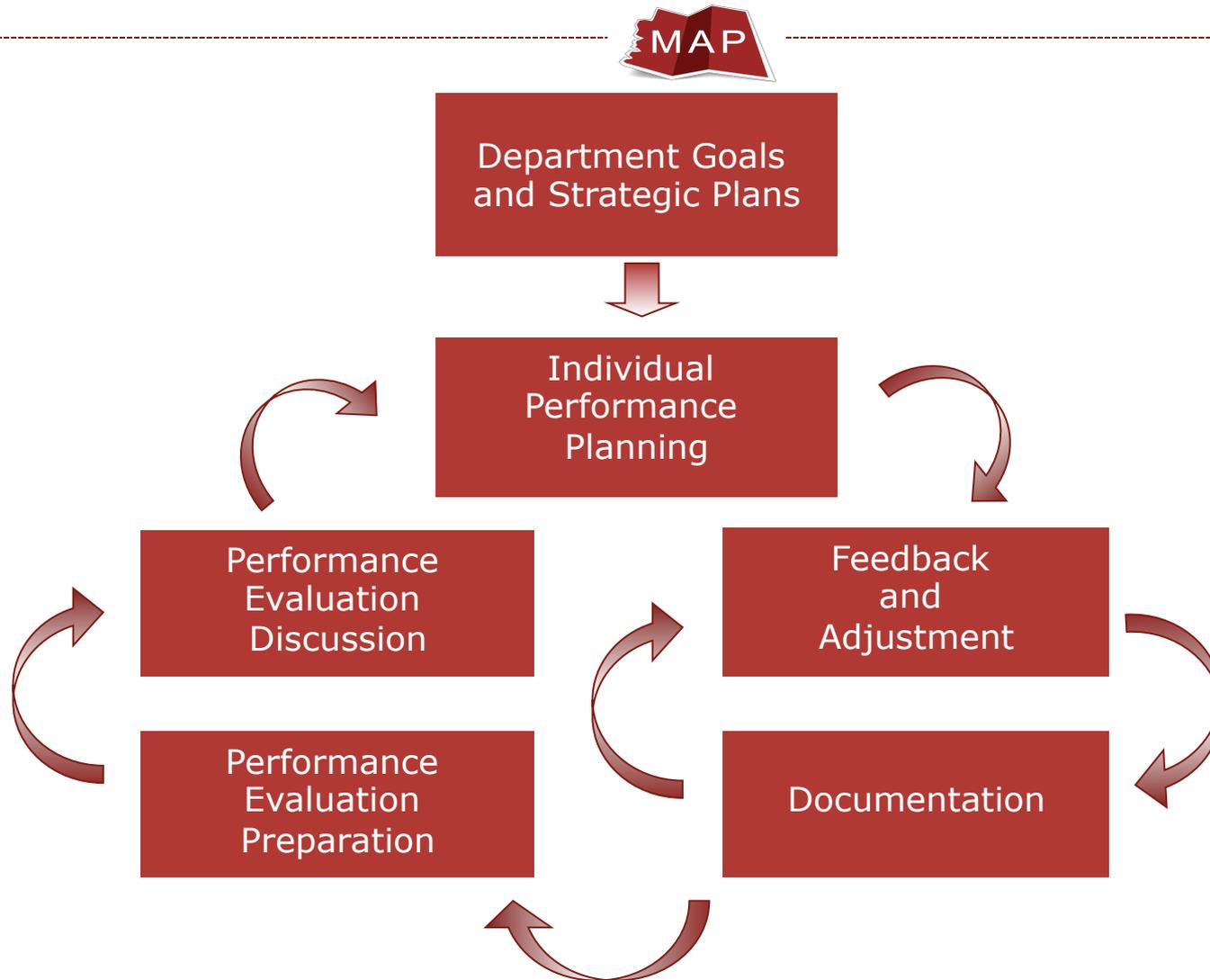


You are Encouraged to Participate

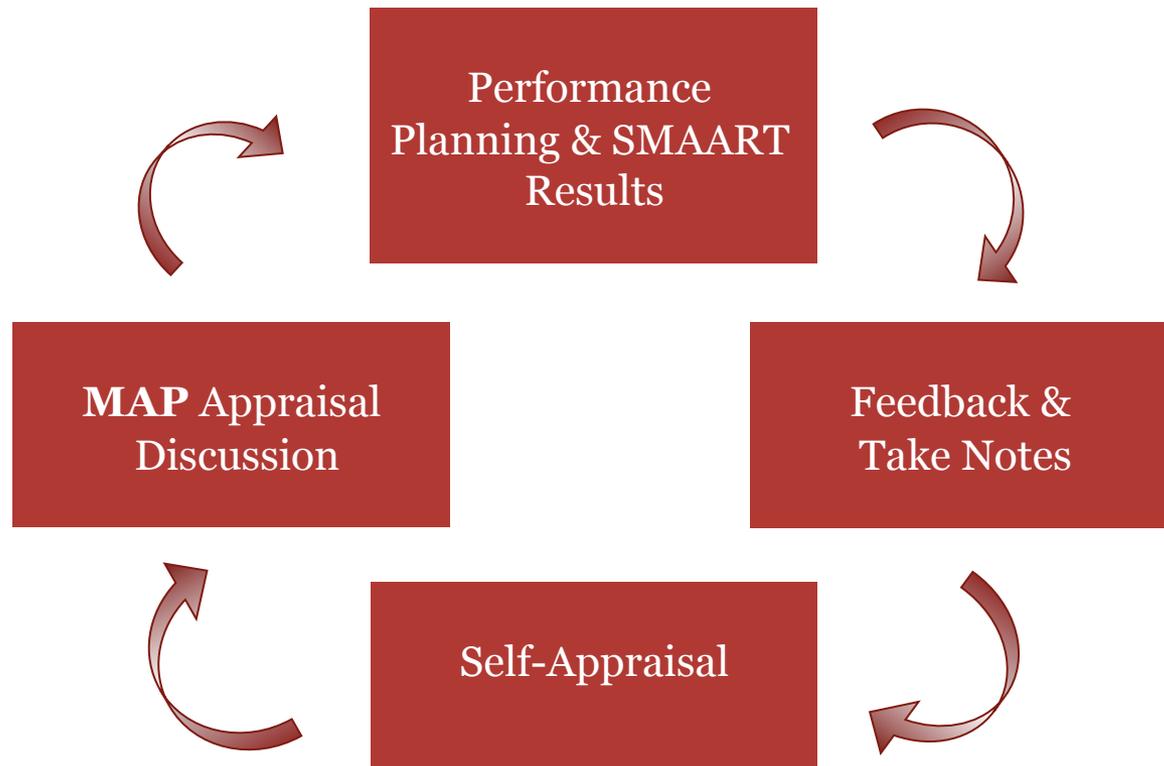
The **MAP** process is most successful when it is used by employees and supervisors as a tool to enhance communication about job expectations and performance.



Performance Management Cycle



The MAP Employee Cycle



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Three Components of MAP

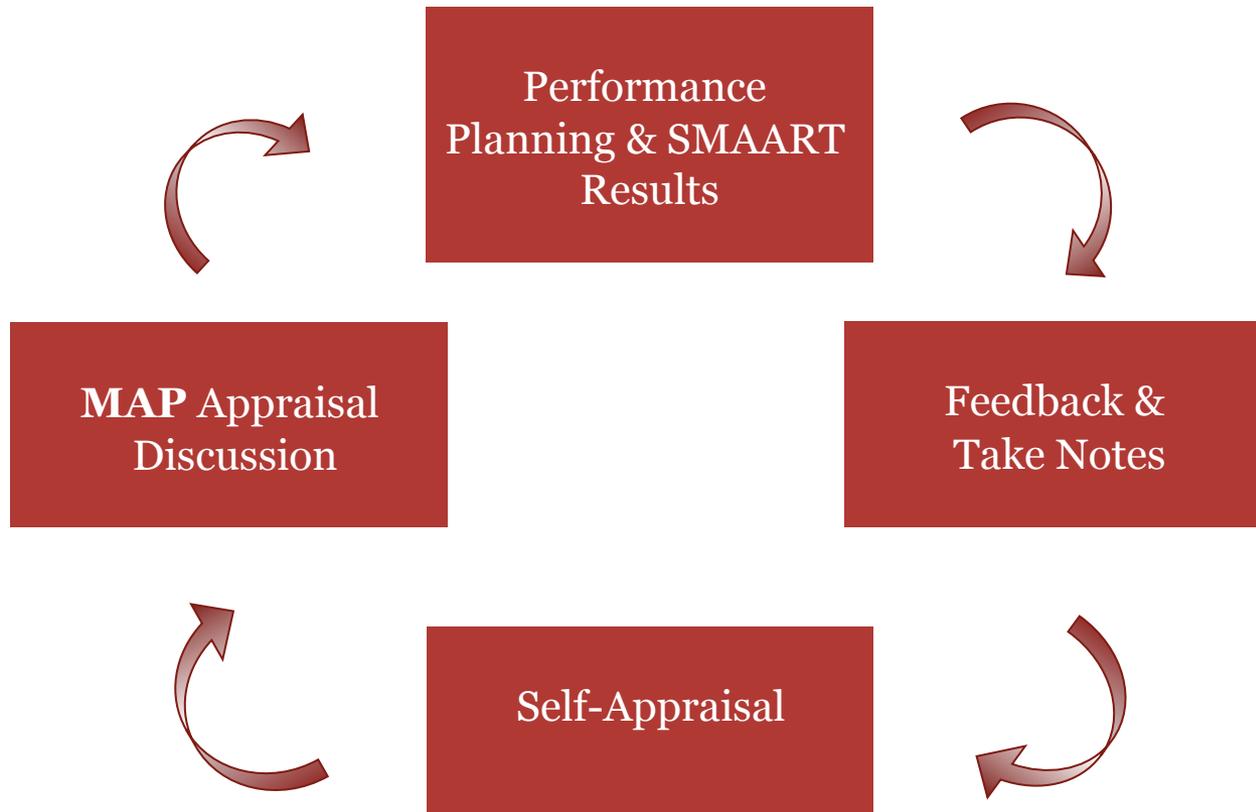


- **STATEWIDE COMPETENCIES**
 - Customer Service
 - Accountability
 - Teamwork and Cooperation
 - Leadership and Supervision (Supervisors Only)

- **AGENCY COMPETENCIES**
 - Three for all employees
 - Selected from a pool of 16 competencies
 - Competencies may vary by agency, division, or job classification

- **PERFORMANCE PERIOD RESULTS**
 - Results Orientation Competency
 - SMAART Result 1
 - SMAART Result 2

The MAP Employee Cycle



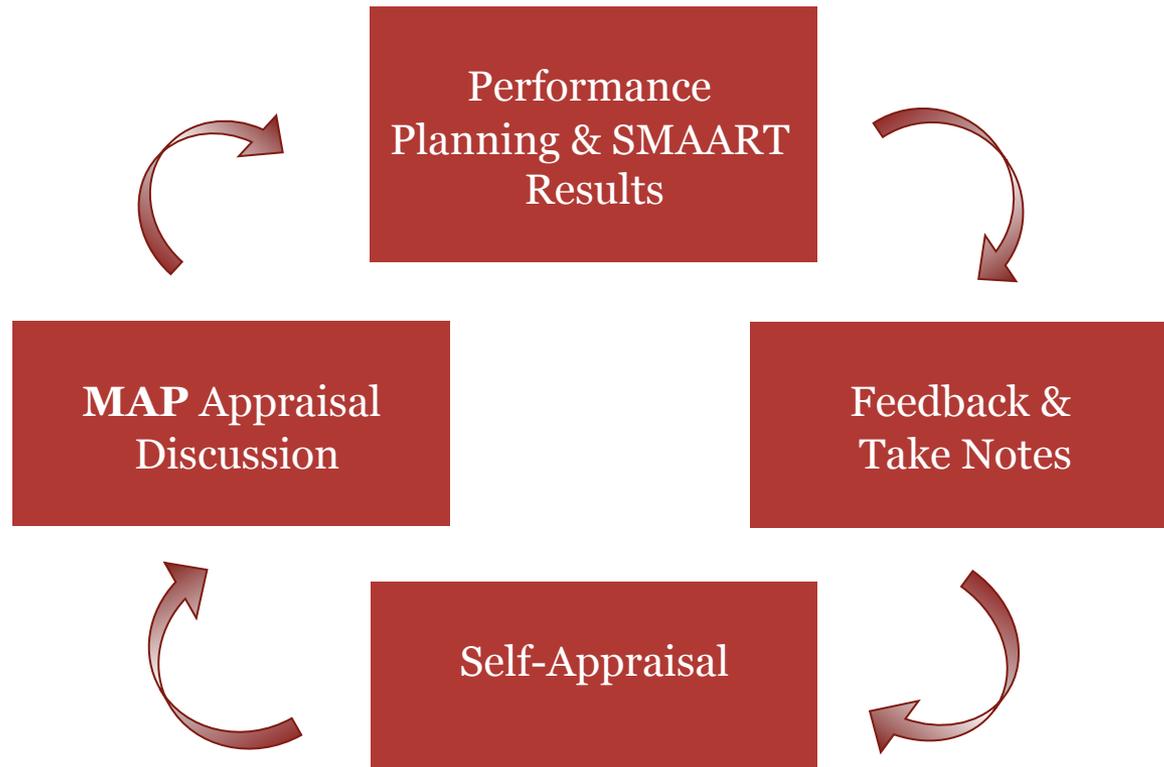
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Parts of a Competency



Competency	Customer Service		
Definition	Understands that all employees have external and/or internal customers that they provide services and information to; honors all of the agency's commitments to customers by providing helpful, courteous, accessible, responsive, and knowledgeable service.		
Rating Scale	Needs Improvement	Meets Expectations	Exceeds Expectations
Factors	Completeness Fails to provide or begrudgingly provides minimal service; fails to identify or resolve customer service issues.	Willingly provides assistance and useful information; takes appropriate actions to remedy customer service issues.	Anticipates customer needs and goes "the extra mile"; prevents future occurrence of issues.
	Professionalism Fails to interact with customers politely; is not attentive to customer needs; inappropriately reacts to situations rather than being empathetic to the needs of the customer.	Interacts with customers respectfully; listens attentively to verify understanding of their needs; remains patient, calm and polite in all situations.	Maintains a professional demeanor at all times; is attentive to customer, even during busy periods; acts respectfully to defuse even the most difficult situations.
	Availability/Timeliness Is difficult to contact in person or over the phone; takes an unreasonably long time in responding to requests and issues.	Is easy for the customer to contact in person or over the phone; responds promptly to requests and issues.	Makes self fully available to the customer; consistently responsive to requests exceeding customer expectations.
	Communication Fails to confirm or understand customer needs; does not respond or provides limited or partial service or answers.	Seeks out, confirms and understands customer needs and/or problems; responds appropriately answering questions as completely as possible.	Anticipates changing customers' needs and adapts; provides needed information even if the customer does not know exactly what to ask for.
Standards			

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“ME” File



What Goes In a “Me” File?



- Thank you notes from others
- Production records
- Records of leave taken
- Examples of projects completed
- Notes about particularly difficult assignments
- Awards received
- Training certificates
- Ideas for future career goals

Take Notes



*Take Note

Options ▾ Related ▾

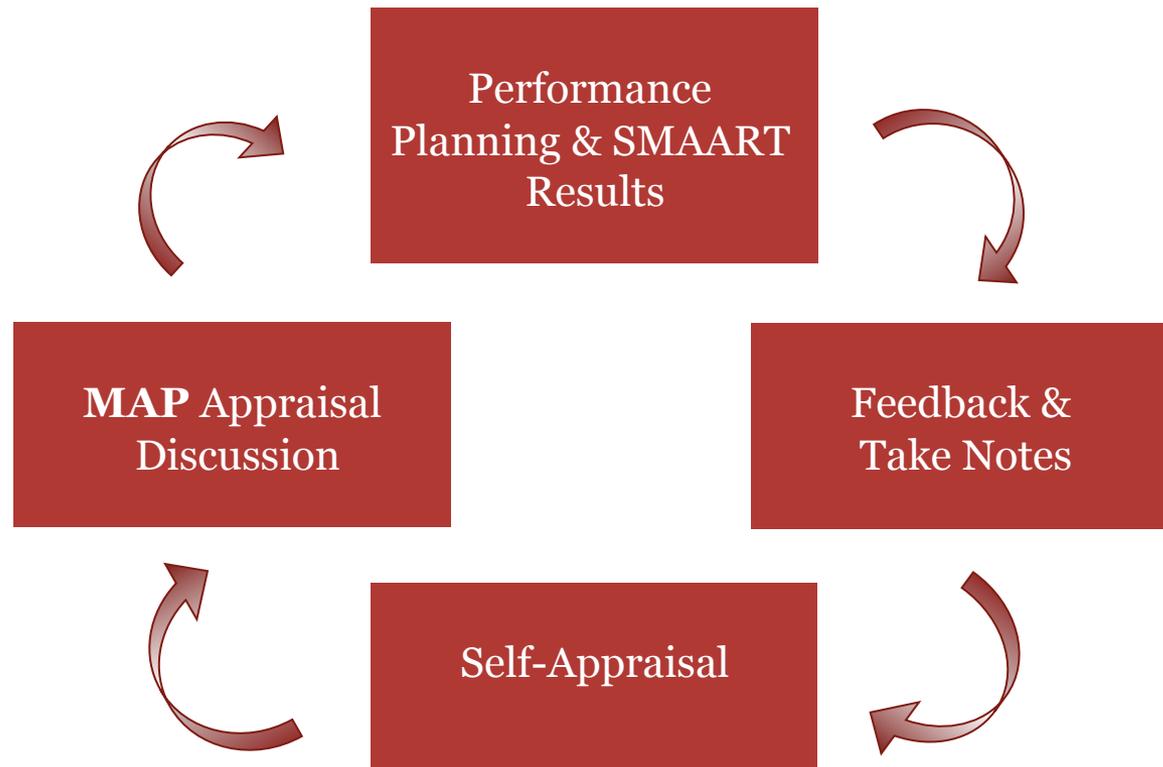
Date

*Note

Public

File Name ▾

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Uses of the Employee Self-Appraisal



- The self-appraisal is to be read and considered by the supervisor before they complete the **MAP** appraisal.
- Supervisors are encouraged to incorporate the employee-provided data where possible into their own appraisal comments.
- Employee's input is one additional source of data.
- Employee's self-appraisal is not the final appraisal.

Tips for Writing Your Self-Appraisal



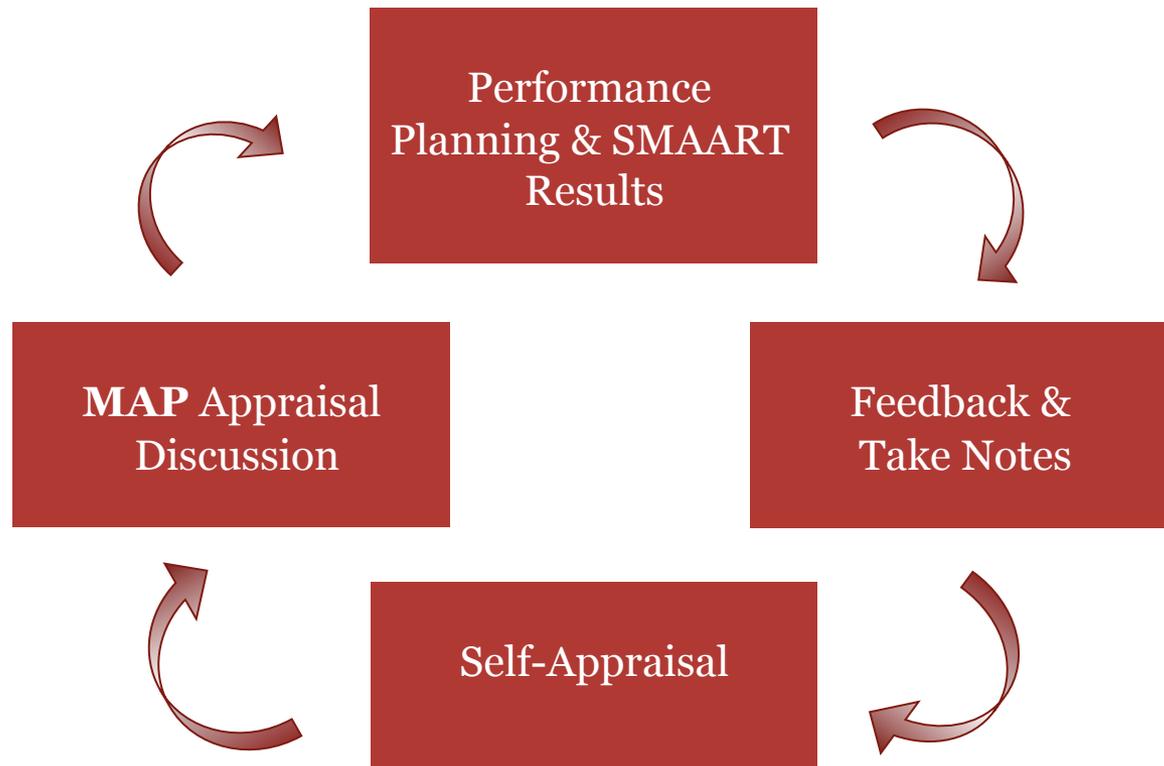
- Review your SMAART Results and your planner before preparing your appraisal.
- Reference the competency definitions and give examples of how your performance supported the rating you believe you have earned. Be specific!
- Write in a conversational tone.
- Mention significant projects/assignments you have worked on.
- Remember that the comments you provide on your self-appraisal will be included in your final appraisal and will be included in your personnel file.

Tips for Writing Your Self-Appraisal



- Document work unit improvements you have suggested, whether they were implemented or not.
- Describe any performance challenges you had and propose how you plan to address the issues in the future.
- Talk about training you received and how it will benefit the agency.
- Mention anything job related that you did that you want your supervisor to know about.

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Tips for Fully Participating in the **MAP** Appraisal Meeting



- Enter the meeting with an eye to the future.
- Be open to ideas and perspectives you may not have considered.
- Accept feedback that will help you be more effective on the job.
- Be prepared to offer ideas for SMAART Results that support your agency's goals.
- Offer ideas for professional development opportunities you would like to pursue.
- Stay future-focused!



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