Personnel and Administrative
Policy and Procedure

SUBJECT: Performance Coaching	EFFECTIVE DATE: December 6, 2006 REVIEWED: May 2011 REVISED: July 2013; August 2018
CATEGORY: 200 POLICY NUMBER: 200.39	CROSS REFERENCE: Probationary Period Policy 200.43

Purpose: To ensure supervisors and employees have a clear and shared understanding of performance and development goals.

City Manager's Message: The performance coaching program encourages managers to work throughout the year with employees. This will require managers to meet regularly with staff, individually and as a team. Managers are encouraged to develop a team vision for the coming year so that staff can set goals to help achieve the team vision. Goals should be set annually. Goals may change throughout the year at the employee and manager joint discretion to meet changing needs. Holding ourselves accountable must occur throughout the year to for this program to succeed.

Definitions:
Performance Coaching: The year-long process of planning, monitoring and coaching an employee's performance and development.
Goal Setting: The annual process that includes the completion of the Individual Plan for Performance and Development Goals.
Performance Coaching Form: The formal written document that is completed annually for and with each employee.
Coaching Meetings: Quarterly meetings between the supervisor and employee to discuss and assess stated performance and development goals. Goals can be updated as appropriate,

Objective: To facilitate employee achievement of stated performance and development goals.

Scope: All employees.

Process:

- Annual individual employee performance and development goal setting
- Monthly or at least quarterly coaching sessions to discuss status of goals.
- Human Resources will audit the performance coaching process by surveying a random sample of employees on a regular but unscheduled basis.
- Managers may also conduct 360 reviews or other customer service surveys to gain information about employee performance.