



# DIRIGO SAFETY, LLC

PUBLIC SAFETY ADVOCATES

**Course Title:** 4.09 MLEAP Public Safety Performance Management

**Time:** 1.5 hours

**Course Description:** This course is designed to enhance employee effectiveness through realistic and dynamic performance management. In a back-to-basics format, students will learn how to build and deliver a well thought out performance review. By the end of the course, students will understand the importance of proper performance management while contrasting the cost of poor or no performance management.

This course meets Level 2 MLEAP training requirements.

**Learning Objectives:**

- Define your why
- Understand your responsibility in performance management
- Identify, direct, and record the work we want done
- Prepare you to conduct effective performance conversations with your staff
- Be familiar with your performance appraisals, tools, terms, and techniques
- Understand the risks of communicating and not communicating with your staff

**Course Outline Sections:**

- **Introduction**
  - What is Performance Management?
  - Why do we continue to do it?
  - What is your why?
  - Managing Yourself
  - Empathy
  - Personality Types
    - Myers-Briggs Type Indicator (MBTI)
    - DISC Personality Types
    - Seven Chakra Personality Types



- Interpretations vs. Observations Exercise
- Top Employee Complaints
- Top Manager Complaints
- Communication
- Performance Management Cycle
  - Standards Setting and Planning
  - Ongoing Feedback
  - Appraisal
- **Performance Management Cycle – Standards Setting and Planning**
  - Example from the Maine Warden Service
  - Agreed Upon Expectations
  - Behavior, Result, or Attribute Exercise
  - What is Performance?
    - Scenario
    - Performance Standard Examples
    - Benefit to Standards
    - Writing Performance Standards
    - Key Takeaway
  - The SMART Principle
    - What do SMART standards look like?
    - Why are SMART standards important to employees?
  - Core Values
    - How to instill core values
  - Employee's Goals
- **Performance Management Cycle – Appraisal**
  - How often should your company conduct performance reviews?
  - Pre-Evaluation
  - Writing the Performance Review
  - Performance Evaluation Guidelines
  - Statements to Avoid
  - Characteristics of Effective Performance Evaluations



- Justifying Ratings
  - Example
- Requirements for Notes
  - “Needs Improvement”
  - “Very Good” or “Good”
  - “Excellent”
- Rating Criteria Examples
  - Quality of Work
  - Initiative
  - Dependability
  - Judgement
- **Performance Management Cycle – Ongoing Feedback**
  - How to Conduct a Performance Evaluation
  - Before the Appraisal
  - Common Appraisal Myths
  - Appraisal Truths
  - What Do Employees Deserve?
  - What Do Managers Deserve?
  - First Steps to a Productive Appraisal
  - Next Steps
  - Conduct the Meeting
  - Giving Praise/Feedback
  - Things to Remember
  - As the Evaluation Closes
  - Discipline
    - Steps of Progressive Discipline
    - Performance Improvement Plan (PIP)
  - What ifs?
  - Mistakes
  - Consequences When Evaluations Are Avoided
  - Creating a Personal Development Plan