



ACTPS Performance Framework

A Quick Guide to the ACTPS Performance Framework

What is the ACTPS Performance Framework?

The main focus of the ACTPS Performance Framework involves discussing the following things and improving the way we work:

1. Conduct and behaviour	How you do your work and interact with people.
2. Outputs, projects and deliverables	The work that you do and the things that you produce.
3. Knowledge and skills	The knowledge, skills and capabilities that equip you to do your job well.

Note: Performance and development occurs throughout an employee's period of employment in the ACTPS. It is not the same as managing Underperformance. The formal process for addressing Underperformance is detailed in ACT Government Enterprise Agreements.

How does managing performance and development benefit all of us?

More employees and managers will be able to say...

I understand what is required and expected of me at work.

I feel able to ask my manager or supervisor for help to understand what I need to do at work if I need to.

I have a strong professional relationship with my manager/supervisor.

Everyone in my workplace understands what behaviour is acceptable and appreciated.

I can comfortably receive feedback on different aspects of my work performance and provide it to others.

I am recognised for the good work I do.

I am able to develop my skills and/or experience at work.

I am supported by colleagues and managers to improve my performance even further.

Did you know that... *Managing employee performance and development helps employees to feel more motivated and connected to their work.*

Research has shown that employees perform best when they feel connected with their work and the organisation.

The factors that impact on employees' connection to their work include:

- *employee understanding of performance standards*
- *fairness and accuracy of informal feedback*
- *focussing on performance strengths*
- *feedback that helps employees do their job better*
- *good internal communication.*

Corporate Leadership Council, Building the high performance workforce – A quantitative analysis of the effectiveness of performance management strategies, Corporate Executive Board, Washington, 2002, p vi (CLC, 2002)

Did you know that... *Managing employee performance and development leads to growth and innovation.*

A study involving 400 senior leaders found that organisations with performance management and development practices experienced over 60% more success in entering new markets and generating growth through innovation.

PricewaterhouseCoopers, Performance management matters: Sustaining superior results in a global economy, July 2009.

How does the Performance Framework benefit my team and the ACTPS?

Everyone can see how their work contributes to the 'bigger picture' – ACTPS' strategic objectives.

We are known as a great employer.

The ACTPS workforce has reduced work-related stress leave due to increased staff engagement and wellbeing.

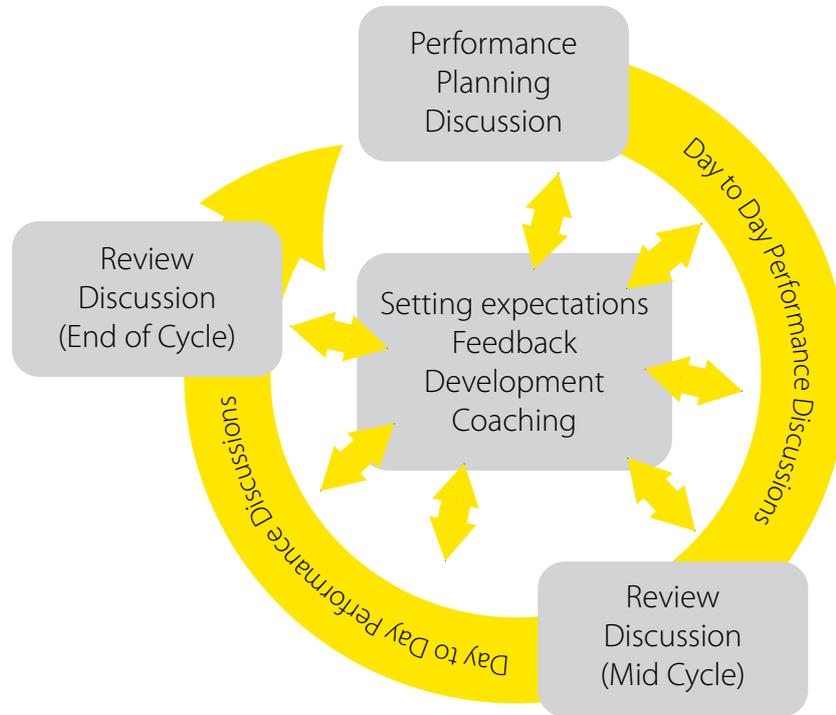
Our systems, processes and practices all operate more effectively and efficiently because we understand what we need to do and have the skills to do it.

The ACTPS workforce responds well to change.

We are known as an organisation that serves the ACT Community in the best possible way we can.

Performance Cycle

The following diagram outlines the performance cycle and the various components of each stage:



Day to day performance discussions

These are the discussions about performance between employees and their managers that occur as part of everyday work. They involve discussion of what each person expects from or at work and feedback on any topic. They can be:

- at any time
- informal or more formal (taking place more privately with a record made)
- to address a specific issue OR just a general “how are you going?”
- a regular ‘sit down’ discussion.

Performance planning and review discussions

These discussions happen at scheduled times as part of the performance cycle.

- The performance planning discussion happens at the commencement of the cycle and focuses on the development of a performance plan.
- Review discussions happen about half way through and at the end of the cycle and provide the opportunity to discuss how things are going or reflect on how things went.

BOTH types of discussion provide an opportunity for the manager and employee to help each other understand:

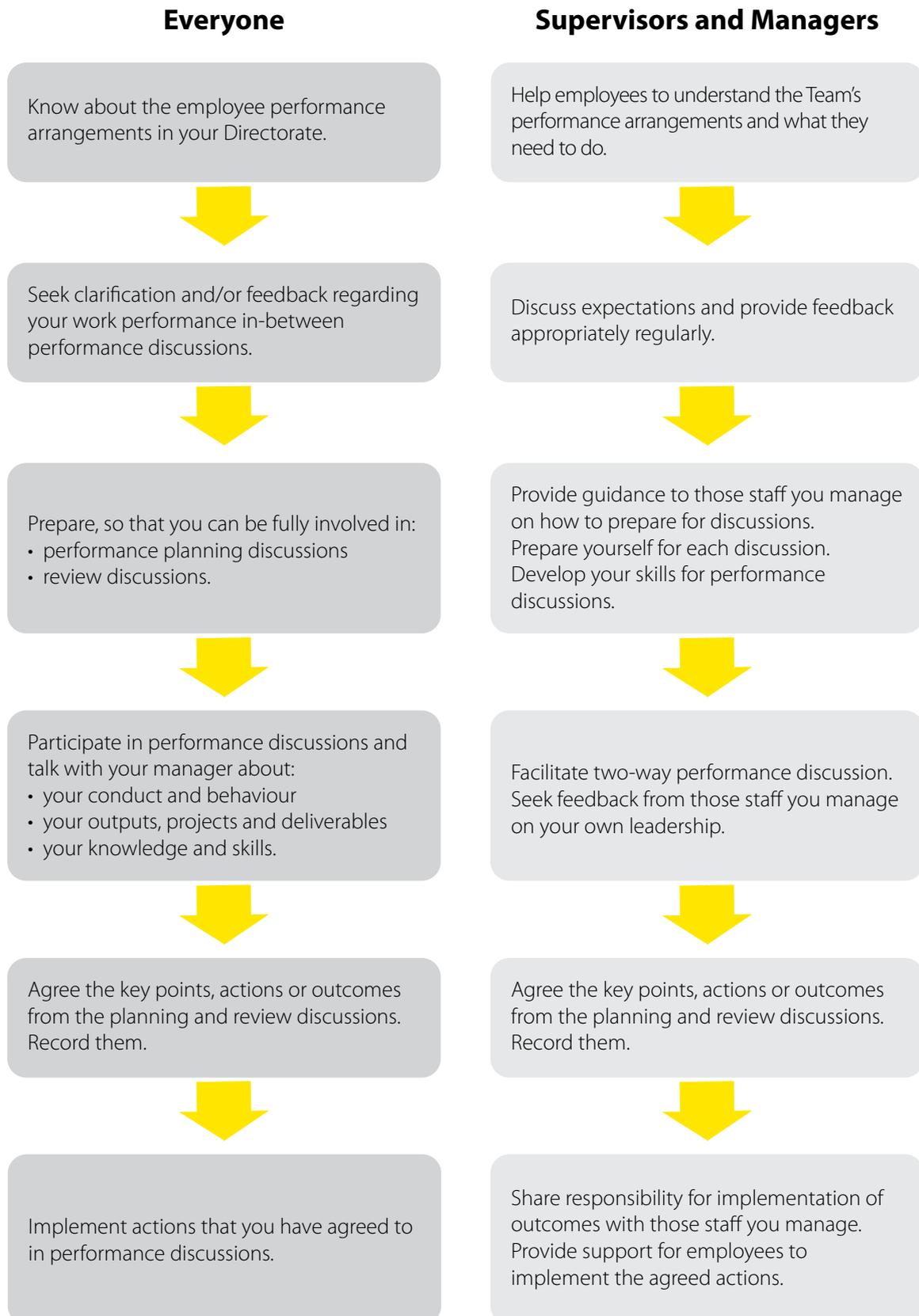
- what specific things they need to achieve at work
- what’s gone well at work and what behaviour they appreciate and like to see
- how to develop their skills or behaviour in order to do their job even better.

What do I need to do?

All employees will participate in the performance cycle throughout their whole time in the ACTPS. Supervisors and managers have additional responsibilities.



Below is a diagram which outlines these responsibilities:



Where can I get further guidance?

<p>For everyone</p>	<ul style="list-style-type: none"> • The Art of Feedback: Giving, Seeking and Receiving feedback. • Talking about Behaviours in Performance Discussions: A Guide for Employees and Managers. • Developing a performance plan. • Planning for learning and development. • Getting the most out of your performance and development in the ACTPS. • Tips for a difficult performance discussion: guidance for ACTPS Employees.
	<ul style="list-style-type: none"> • ACTPS Performance Framework Policy. • ACTPS Performance Framework Guidance Statement.
	<ul style="list-style-type: none"> • Performance and Development annexure in your Directorate/ Agency.
<p>For supervisors/managers</p>	<ul style="list-style-type: none"> • Having good quality performance and development discussions: A guide for ACTPS supervisors and managers. • Having performance and development discussions with teams: a guide for ACTPS supervisors and managers. • Responding to work performance concerns quickly: a guide for ACTPS supervisors and managers. • Getting the best from people at work: A guide for ACTPS supervisors and Managers.
<p>For Executives</p>	<ul style="list-style-type: none"> • Leading performance and development: a guide for ACTPS Executives.

Your HR Team will be able to provide specific information on performance processes and systems.