Division of Human Resources UNIVERSITY of PENNSYLVANIA

Performance Management in Workday

Senior Business Administrators
September 29, 2022



Agenda

- Concepts
- Mid-year Review
- Year-end Review
- Appendix



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Concepts





Benefits to Workday Community

Deployment of New Workday Functionality Talent and Learning

Compliance and Accountability

Robust reporting and insight across all Workday modules

Career Expectations

Career paths to help workers identify skills and training to move forward

Professional Development

Well prepared talent to fill key roles and leadership positions

Need for Efficiency

Robust use of Workday for human capital management

Pace of Technology

Pace and evolution of technology to prepare the University for the future

Wave 2 Functionality

A skills-based lens to attract, develop, motivate, and retain Penn's workforce.

Live as of July 2022

Learning

Talent

Replacing Knowledge Link, a learning management system to house, deliver, and track Penn's training content.

Go-live March 2023

Wave 1 Functionality Live as of July 1, 2019

Core HCM Academic Unit Payroll Benefits Compensation Time/Attendance
Absence
Recruiting
Onboarding

Workday@Penn

Workers

- Enhanced experience in a single system for related functions
- More clarity in career paths

Managers

- Talent, career, development resources targeted to the University's needs
- Content for robust discussions with direct reports

Workday Business Partners

 More people data available to assign accurate training and run actionable reporting

Leadership

 Single data source promotes improved data analytics and actionable insights

Drivers

3

Workday Wave



Fundamental Concept







FY2023 Performance Review in Workday

Review	Review Period	Workday Launch Date	Target Completion Date
Mid-Year Review	May 1 – Oct. 31 (6 months)	Nov. 1, 2022	Dec. 15, 2022 (6 weeks)
Year-End Review	May 1 – Apr. 30 (12 months)	Apr. 17, 2023	May 15, 2023 (4 weeks)



Summary of Required Steps

	Minimum R	equirement		
	Mid-Year Review	Year-End Review	Detail	
Goals	•	•	Comment on performance for each goal	
Accomplishments			Add accomplishments for review period	
Feedback Questions	•	•	Answer six questions	
Competencies	•		Comment on at least three of the 10 competencies	
Competencies with Ratings		•	Select an appropriate rating for each of the 10 competencie	
Supporting Documents			Upload file(s)	
Overall Performance Rating		•	Select an appropriate rating	
Acknowledgement	•	•	Acknowledge	



Goal Categories

- Performance/Operational Goal
- Project/Initiative Goal
- Competency/Interpersonal Development Goal
- Professional Development Goal





Competencies

- Everyone has the same five core Penn competencies.
- Each staff member also has five competencies, specific to the job family.

Core Penn Competencies

- 1. Ensures Accountability
- 2. Collaborates
- 3. Communicates Effectively
- 4. Customer Focus
- 5. Values Differences



More About Competencies

Korn Ferry Data

- Globally validated and correlated
- Continuous updates

Benefits

- Qualitative
- Quantitative
- Uses specific examples of behavior that are given a number rating for the purpose of collecting data



More About Competencies

- Behaviorally Anchored Rating Scales (BARS)
 - Type of performance management scale that use behavior "statements" as a reference point instead of generic descriptors commonly found on traditional rating scales.
- Rating Values
 - Needs Improvement
 - Meets Expectations
 - Exceeds Expectations



Workday Check-Ins

- Optional but highly recommended
- Enable staff to hold and document one-on-one continuous conversations with direct reports, managers, peers, and mentors
- Intended to support performance reviews







Performance Rating Values

- Exceeds expectations
- Fulfills expectations
- Meets some but not all expectations
- Does not meet expectations



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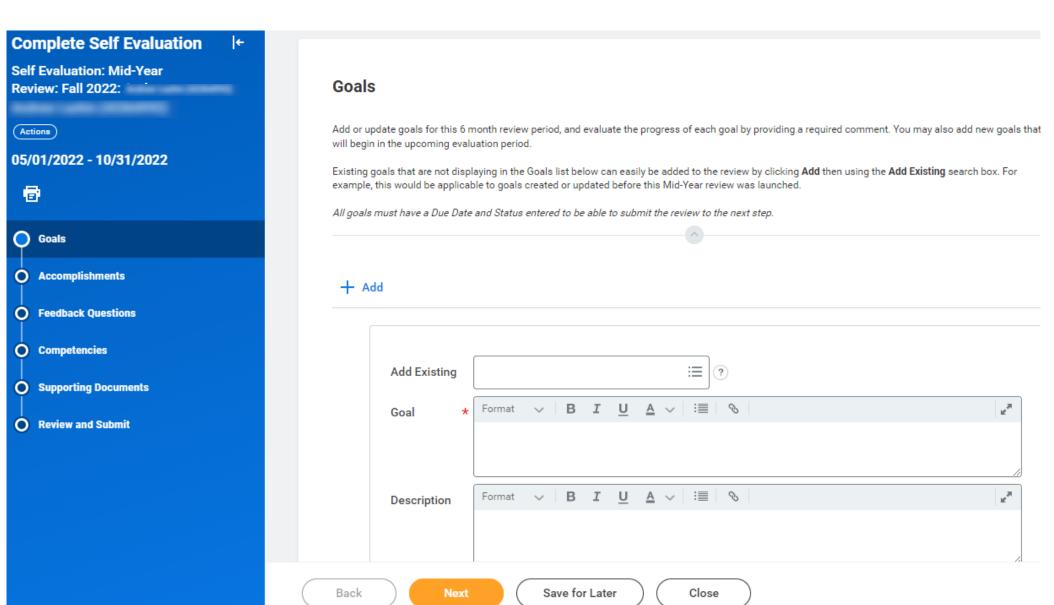


Example of a Mid-Year Review



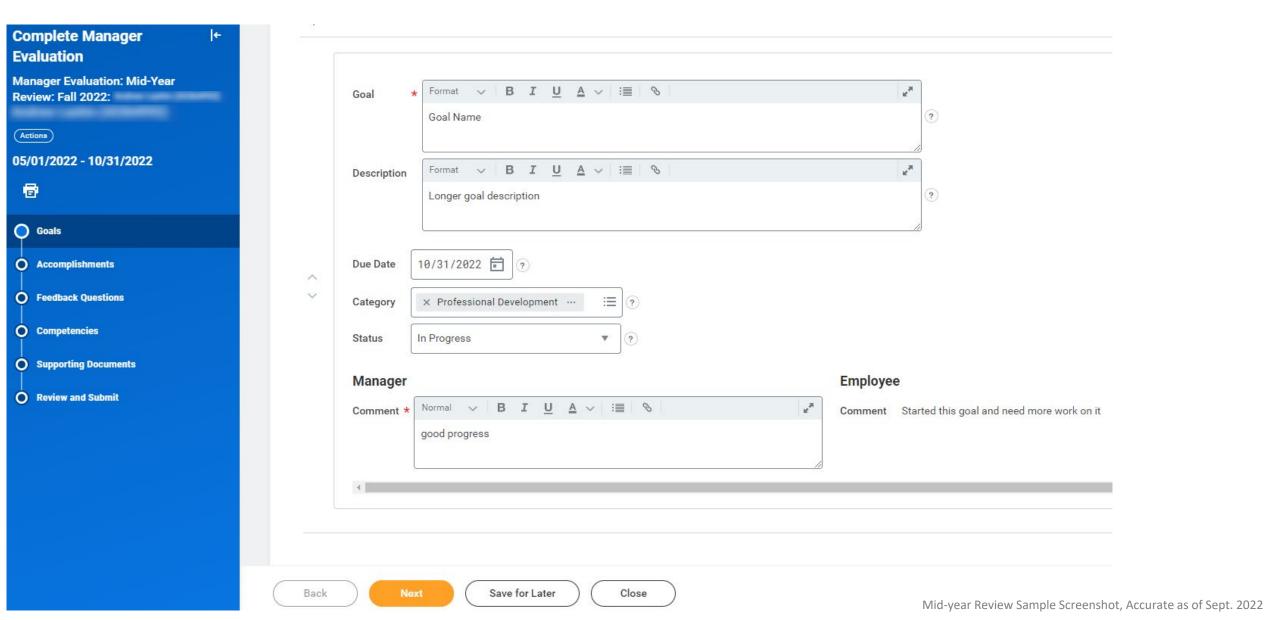


Section 1: Goals



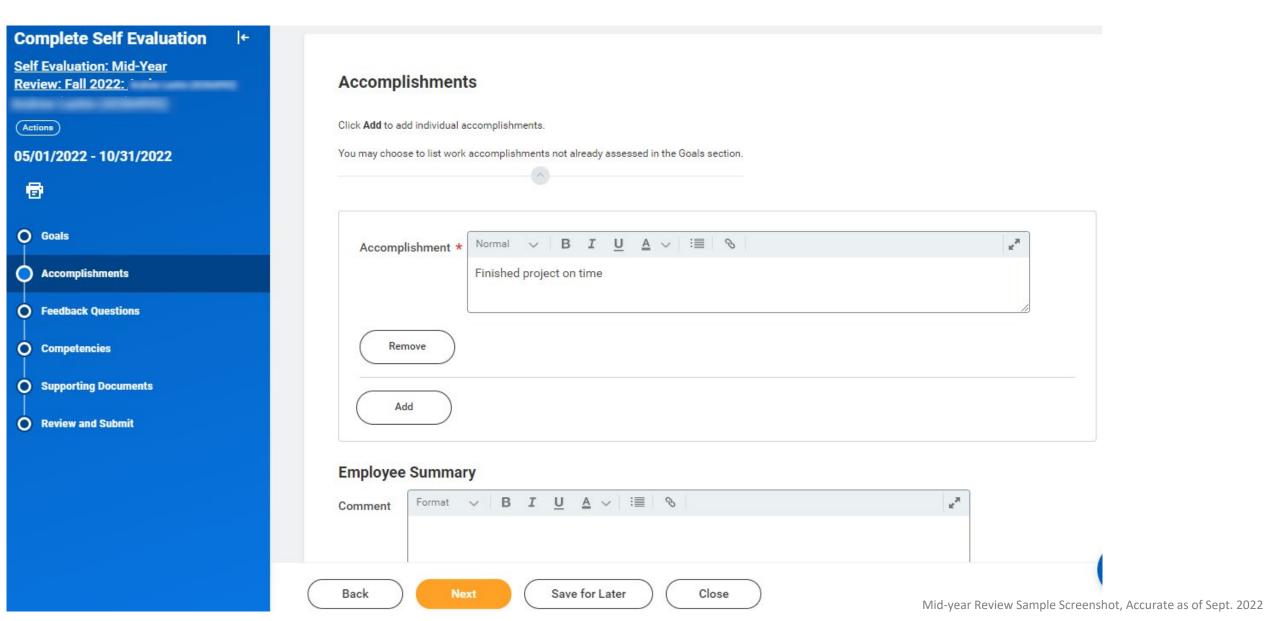


Section 1: Manager View of Goals



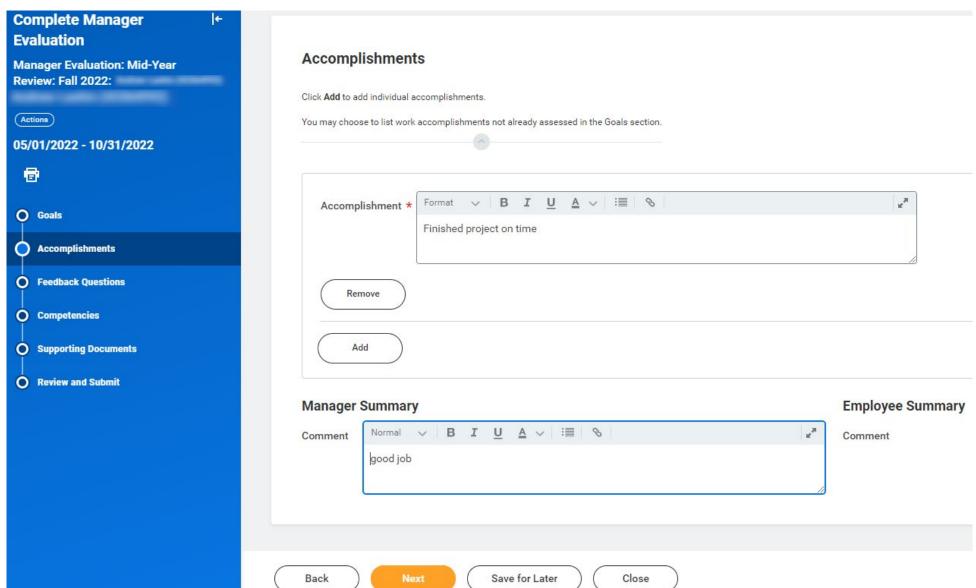


Section 2: Accomplishments



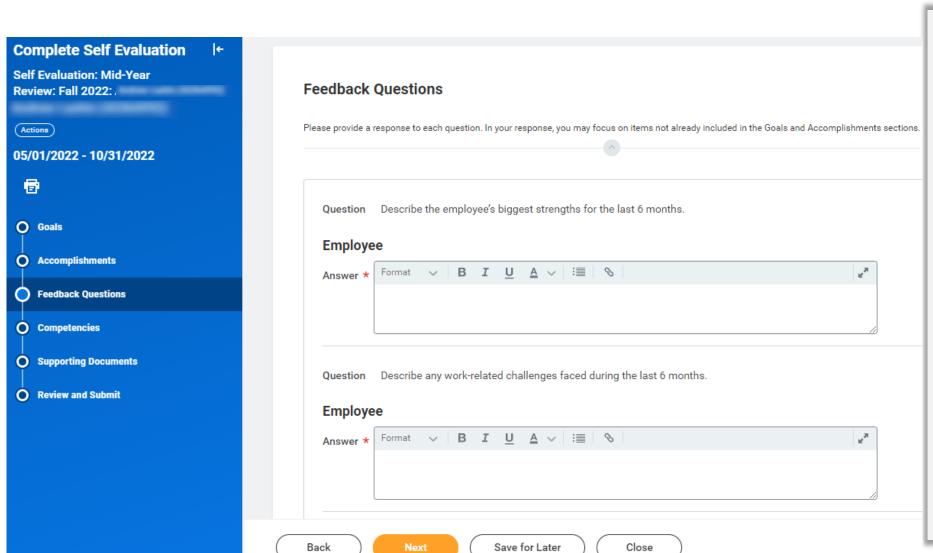


Section 2: Manager View of Accomplishments





Section 3: Feedback Questions

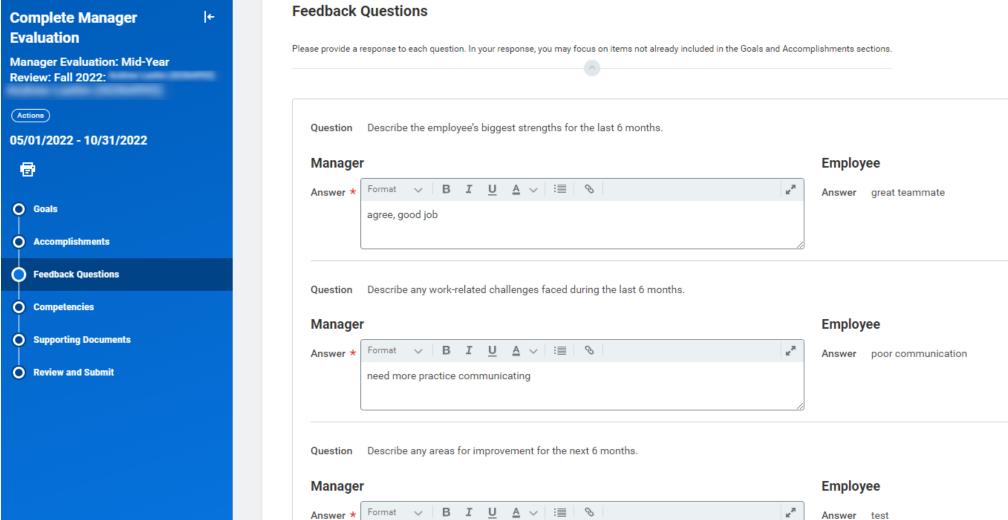


Questions

- 1. Describe the employee's biggest strengths for the last 6 months.
- Describe any work-related challenges faced during the last 6 months.
- 3. Describe any areas for improvement for the next 6 months.
- 4. What additional support can the manager provide to enhance success in this role?
- 5. What professional development opportunities should be explored/identified, and when should these be completed?
- 6. Are there any additional comments or questions you would like to add?



Section 3: Manager View of Feedback Questions



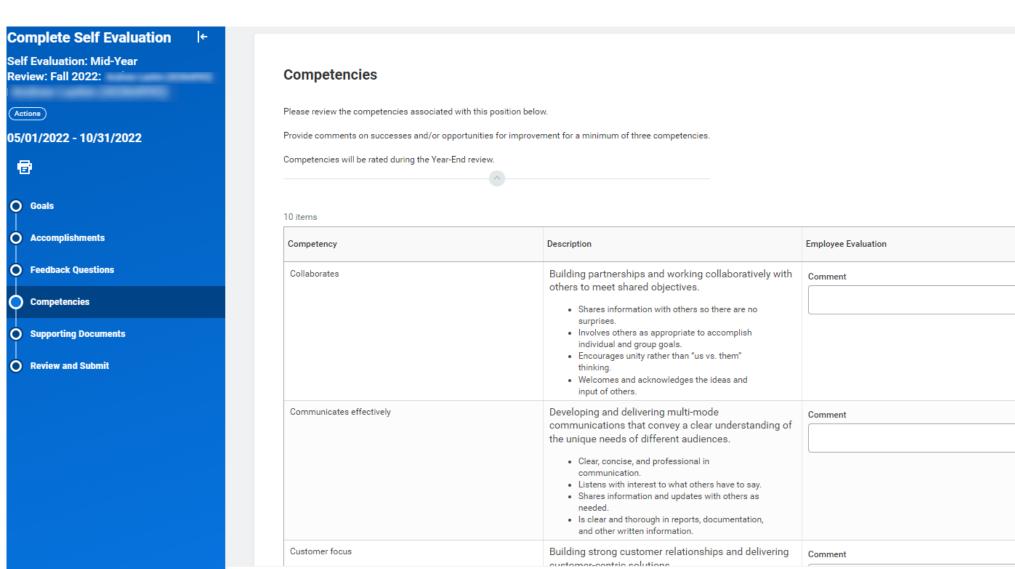
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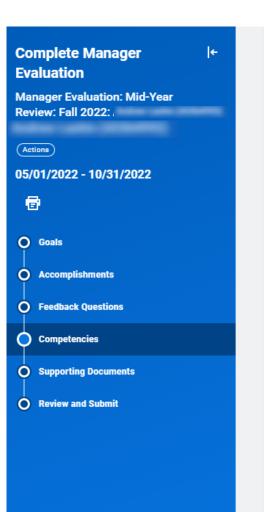
Section 4: Competencies



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Section 3: Manager View of Competencies



Competencies

Please review the competencies associated with this position below.

 $Provide\ comments\ on\ successes\ and/or\ opportunities\ for\ improvement\ for\ a\ minimum\ of\ three\ competencies.$

Competencies will be rated during the Year-End review.

10 items

Competency	Description	Manager Evaluation	Employee Evaluation
Collaborates	Building partnerships and working collaboratively with others to meet shared objectives. Shares information with others so there are no surprises. Involves others as appropriate to accomplish individual and group goals. Encourages unity rather than "us vs. them" thinking. Welcomes and acknowledges the ideas and input of others.	Comment strong performer	Comment collaborates well
Communicates effectively	Developing and delivering multimode communications that convey a clear understanding of the unique needs of different audiences. • Clear, concise, and professional in communication. • Listens with interest to what others have to say.	Comment agree, good skills	Comment good communicator

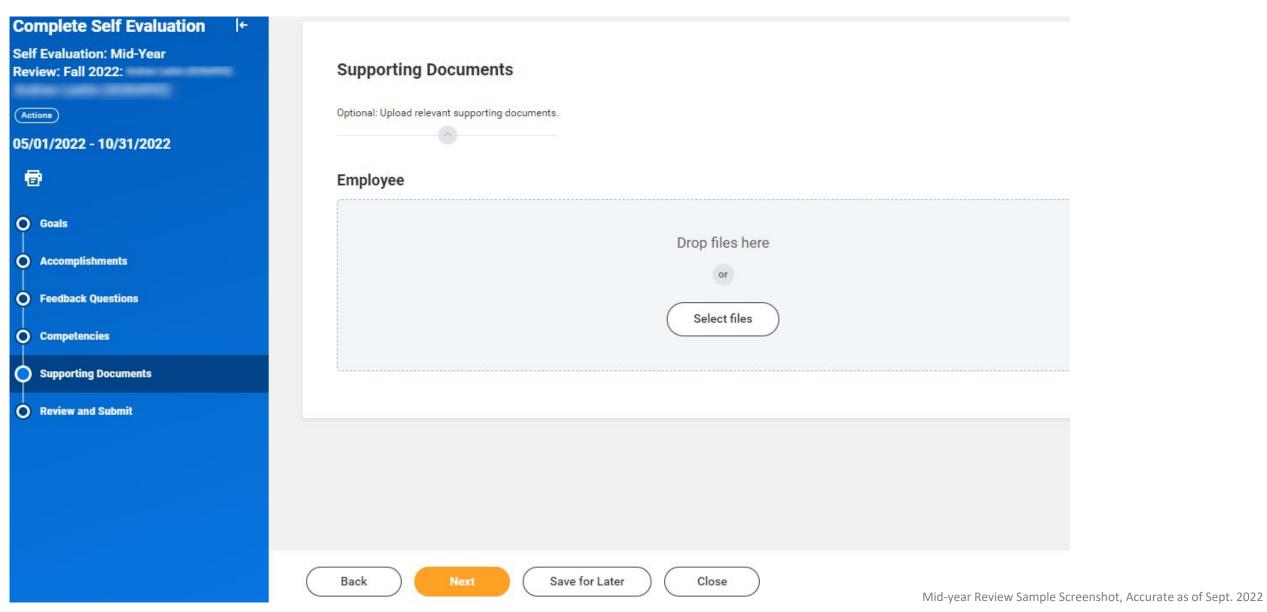
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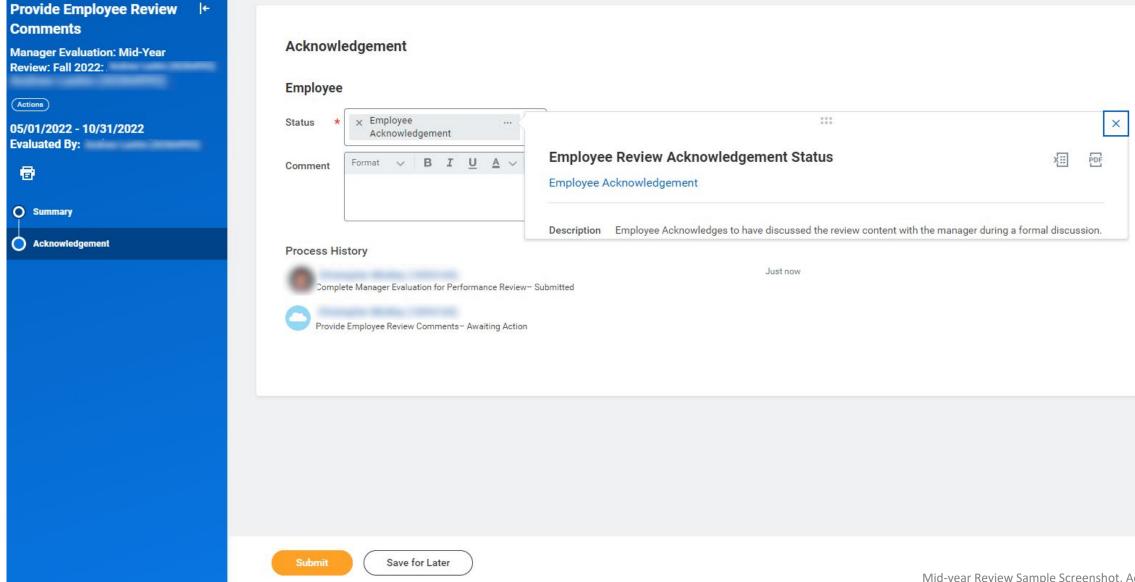


Section 5: Supporting Documents



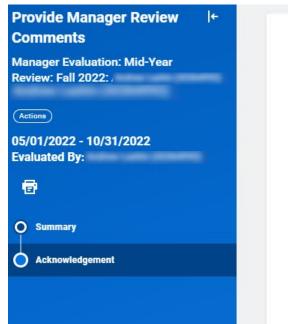


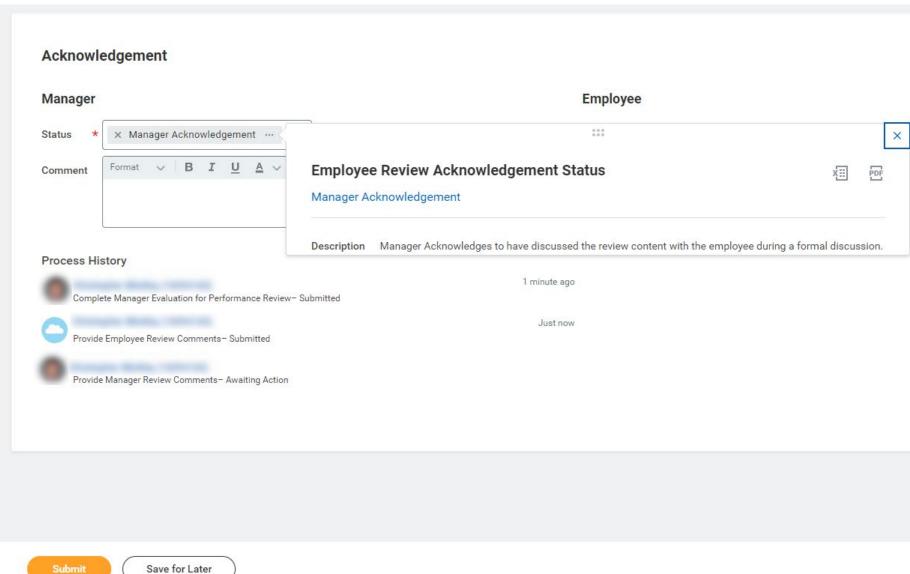
Employee Acknowledgement





Manager Acknowledgement





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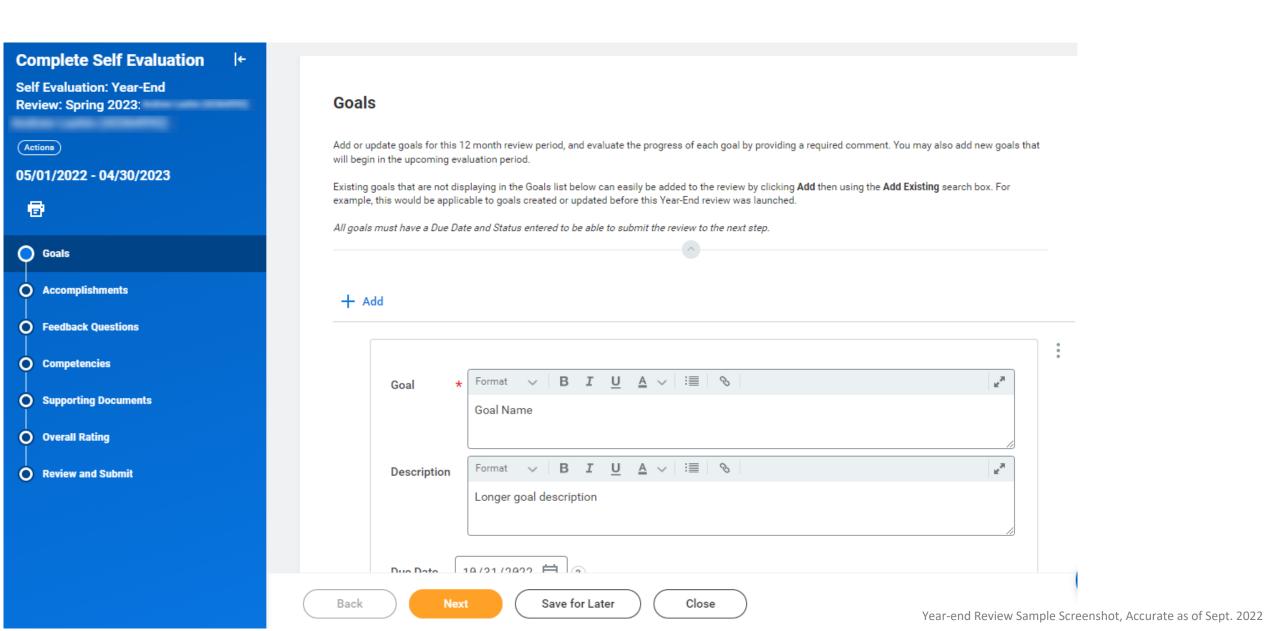


Example of a Year-end Review



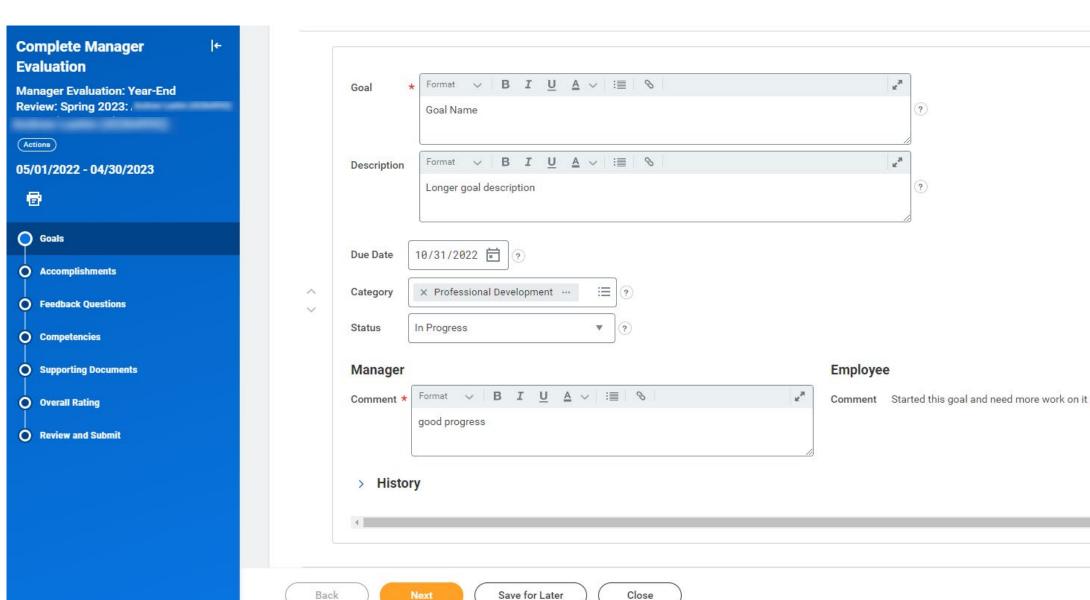


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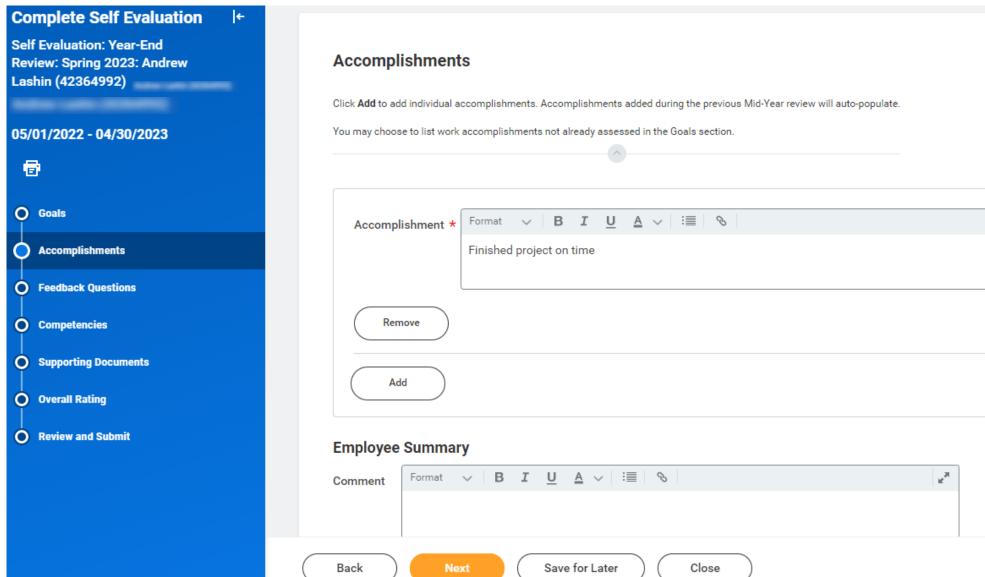


Section 1: Manager View of Goals



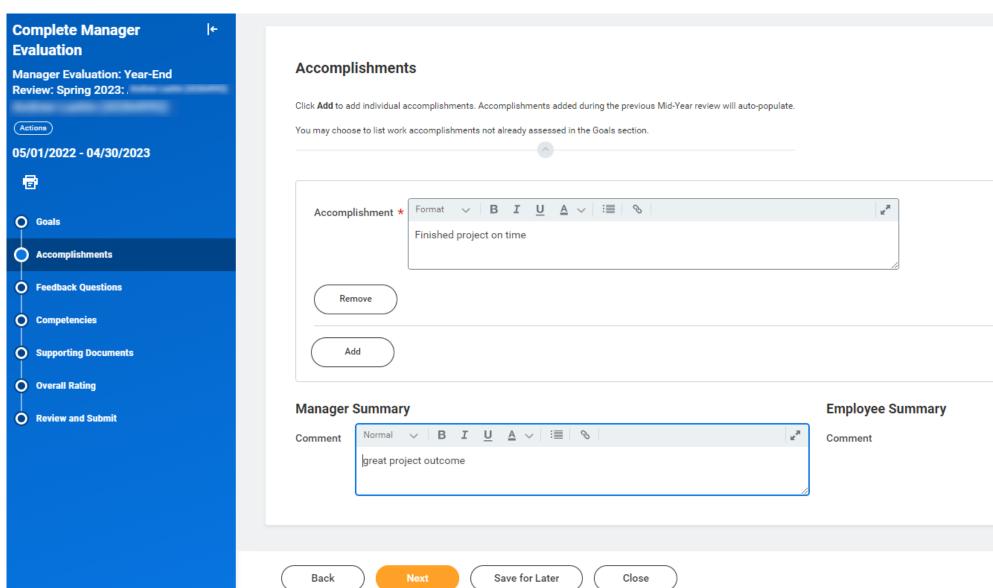


Section 2: Accomplishments



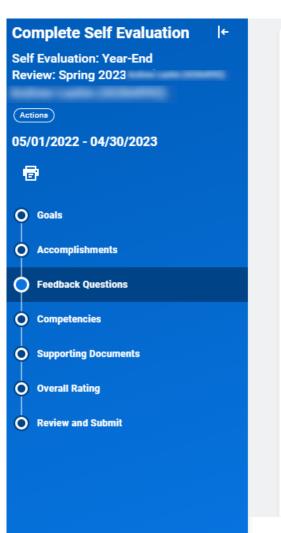


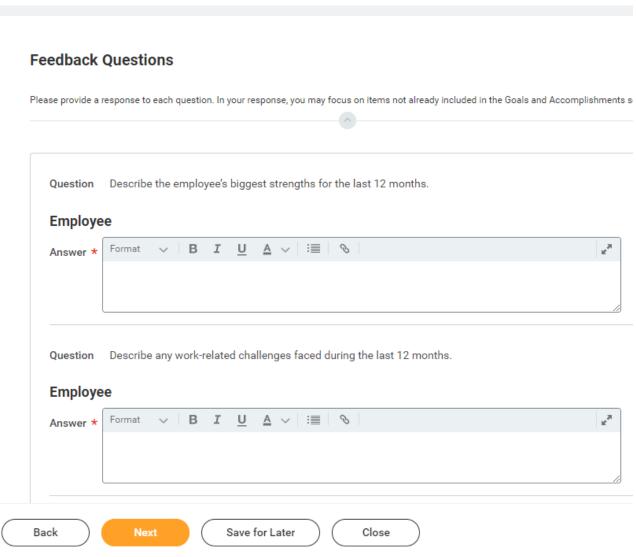
Section 2: Manager View of Accomplishments





Section 3: Feedback Questions



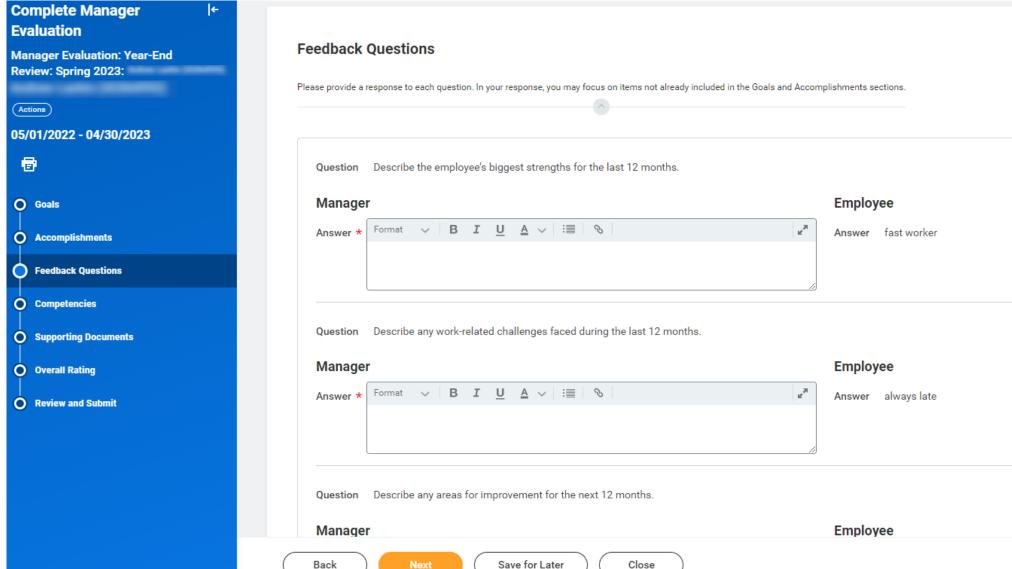


Questions

- Describe the employee's biggest strengths for the last 12 months.
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- 3. Describe any areas for improvement for the next 12 months.
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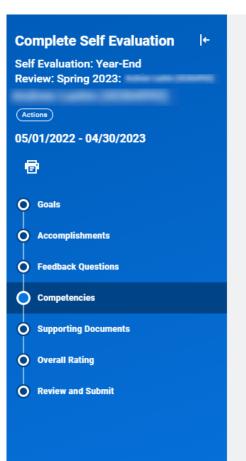


Section 3: Manager View of Feedback Questions





Section 4: Competencies



Competencies

Please review the competencies associated with this position below.

Enter a proficiency rating for each competency, and add an optional comment.

Select a competency rating to see behavioral examples for that rating.

10 items

Competency	Description	Employee Evaluation
Collaborates	Building partnerships and working collaboratively with others to meet shared objectives. Shares information with others so there are no surprises. Involves others as appropriate to accomplish individual and group goals. Encourages unity rather than "us vs. them" thinking. Welcomes and acknowledges the ideas and input of others.	Proficiency Rating * Search X Needs Improvement Allows surprises to arise by withholding information that others would have liked to know. Works in isolation, even when the best outcomes can be attained by partnering with others. Engages in "us vs. them" thinking or allows it to exist within the team. Focuses largely on own views; misses opportunities to acknowledge others' ideas and input. Comment
Communicates effectively	Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences. • Clear, concise, and professional in communication. • Listens with interest to what others have to say.	Proficiency Rating * × Exceeds Expectations Delivers even highly complex information in a polished, precise, and compelling manner. Exhibits verbal and non-verbal behaviors that indicate a deep interest in others' comments.

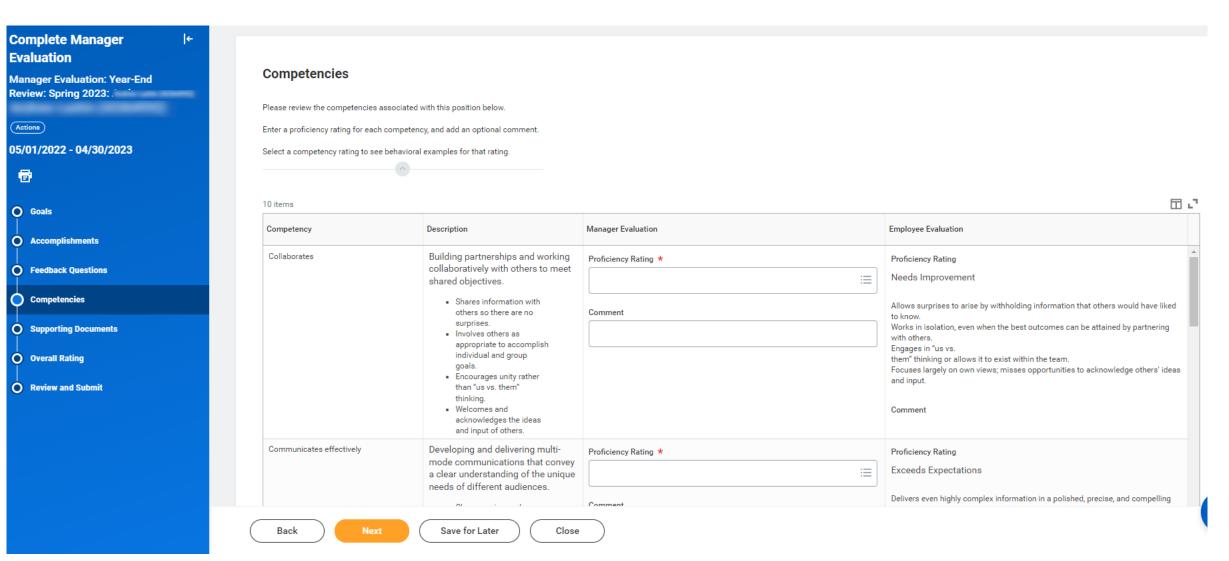
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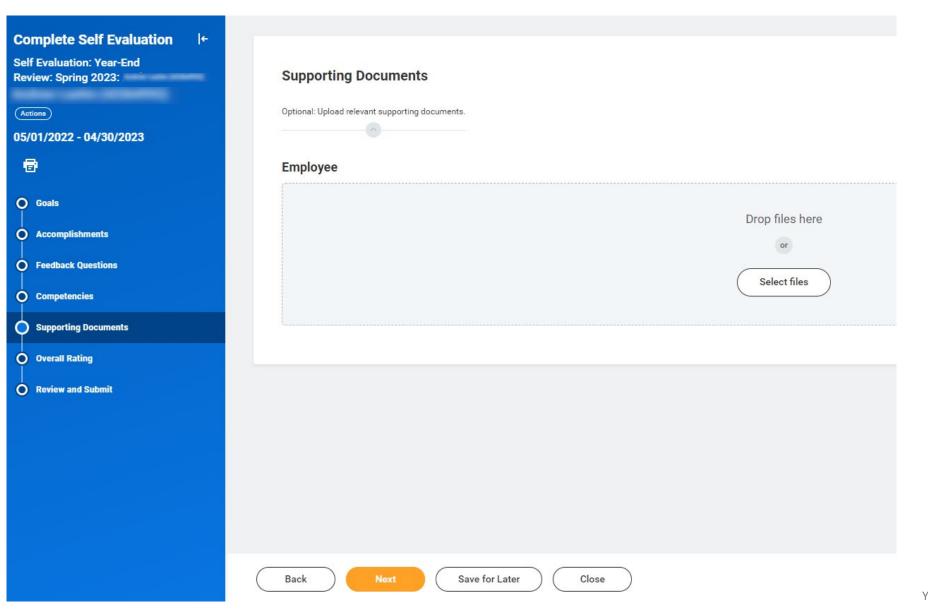


Section 4: Manager View of Competencies



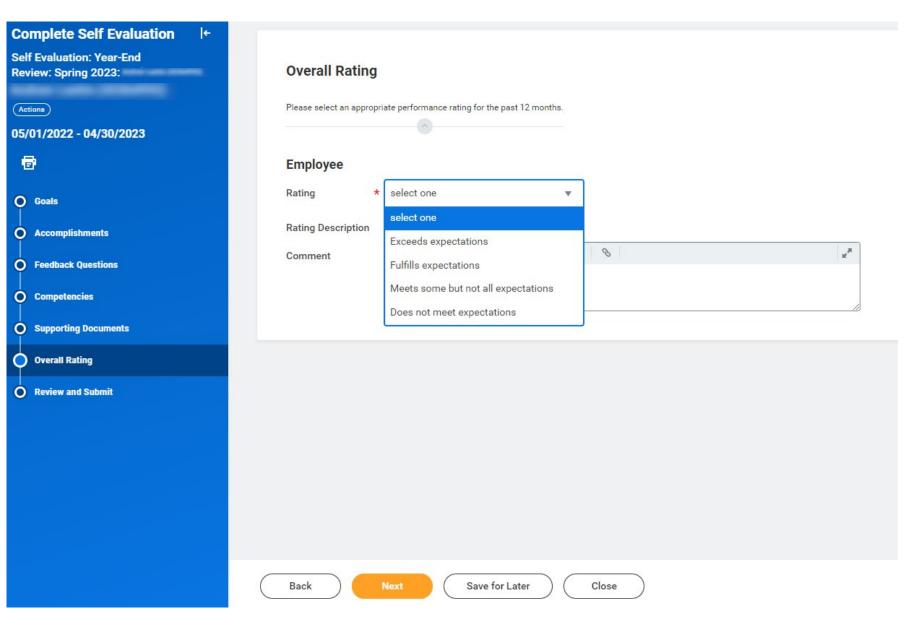


Section 5: Supporting Documents



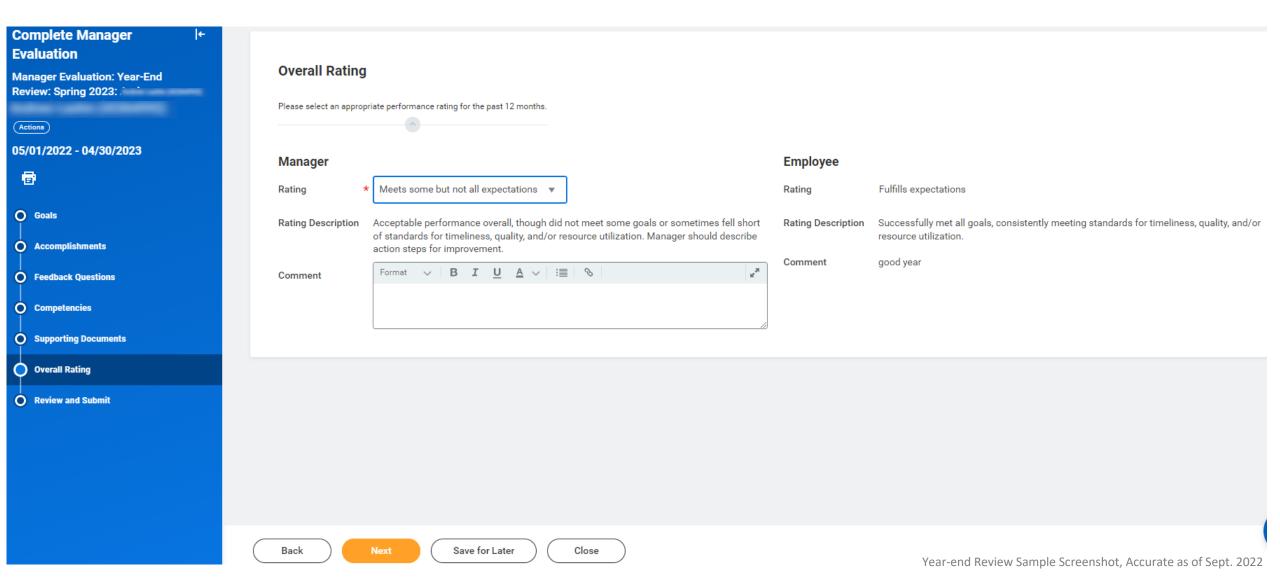


Section 6: Overall Rating



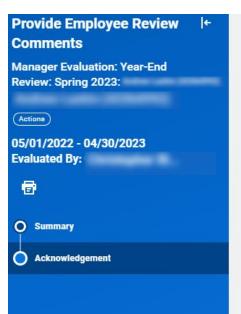


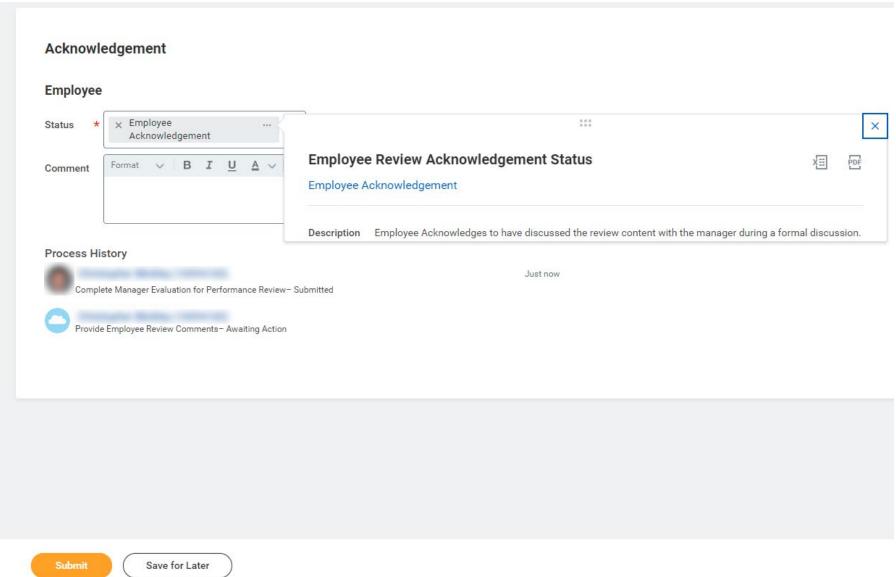
Section 7: Manager View of Overall Rating





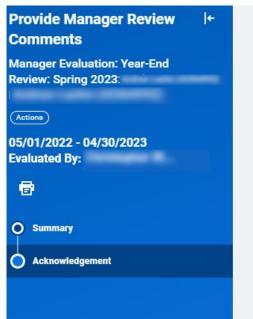
Employee Acknowledgement

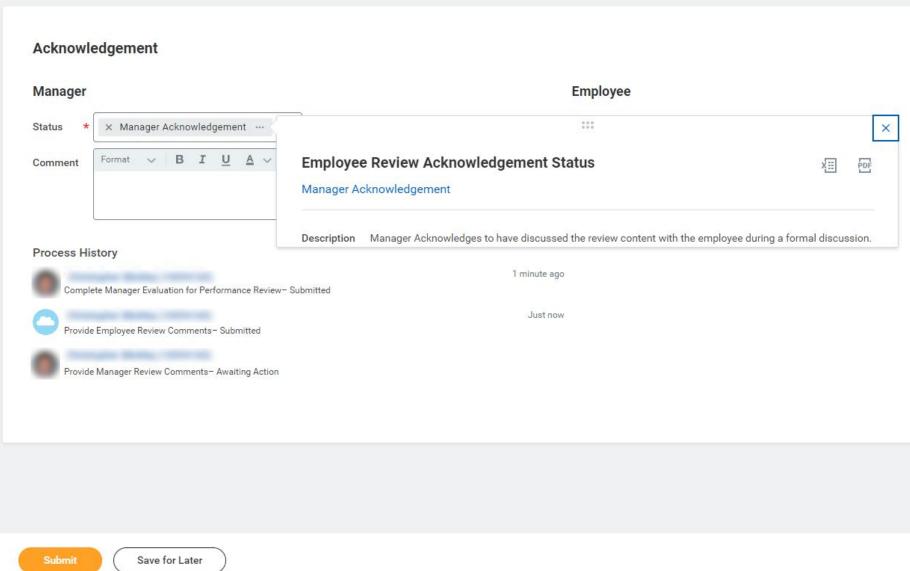






Manager Acknowledgement



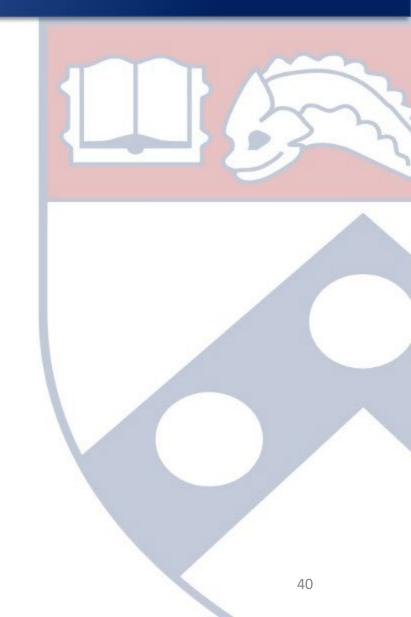


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Supporting Documents			Upload file(s)	
Overall Performance Rating		•	Select an appropriate rating	
Acknowledgement	•	•	Acknowledge	

Overview of Manager Resources*

Human Resources on www.hr.upenn.edu		Workday on www.workday.upenn.edu	
Policies	 Introductory Period Internal Hire Performance and Staff Development Program 	Process Guides	Manager's Responsibilities in Workday Performance Management Guide
Managers Toolkit	 Performance Management Introductory Review Period for New Hires 90-Day Evaluation for Internal Transfers Annual Performance Appraisal Program Competencies Effective Performance Management 	Tip Sheets	 Goals and Performance Management Performance Introductory Review for HR Partners Performance Introductory Review for Managers and Employees
Legacy Performance Reviews	Access to the past performance review system as read-only will be available to authorized users.	Seven years of historical data (FY16 to FY22) will be migrated to Workday records. Data include manager's performance rating, manager's summary comment, and employee's summary comment. The comment fields may be blank in some cases as they were not required.	



*The Penn Human Resources is the business owner of policy. Workday is the process by which policy is implemented.

Virtual Training Presented By

		Staff & Labor	Talent Management	Workday Operations
	HR Partners/ HRA		 Talent Management Overview for HR Business Partners – Completed Competencies Overview for HR Business Partners – In Development 	
Audience	Managers	 Virtual Online Training: Conducting Performance Appraisals for Supervisors, (updated with Workday processes) 9/29 12:30 – 1:30 Establishing Introductory Reviews for New and Internal Hires (new) – Coming Fall 2022 	 Talent Management Overview for Managers Coming Fall 2022 Competencies Overview for Managers In Development Virtual Online Training: The Gift of Feedback (updated with Workday processes) 10/25 12:30 – 1:30 	Workday Webinar Wednesday 10/12 12:00 – 1:00 pm How to Step Through the Performance Review Process in Workday, for Managers – Coming Fall 2022
	Staff	 Virtual Online Training: Participating in Performance Appraisals for Staff, (updated with Workday processes) 9/20 12:30 – 1:30 	 Talent Management Overview for Staff Coming Fall 2022 Competencies Overview for Staff In Development Virtual Online Training: Your Career at Penn (updated with Workday processes) 11/7 12:30 – 1:30 	How to Step Through the Performance Review Process in Workday, for Staff – Coming Fall 2022