PERFORMANCE MANAGEMENT

LEADER FAQS – PERFORMANCE MANAGEMENT

Purpose

These frequently asked questions (FAQs) can help provide answers and guidance to employees regarding performance reviews, Talent *Connect*, and more. Click a link below to find answers to questions related to that topic.

Performance Review: General questions

Can leaders document coaching conversations and corrective action in Talent *Connect*?
The performance review should encompass all feedback, both positive and areas of opportunity.

When are Performance Reviews due?
Performance review deadlines will be communicated to the organization once they are determined.

What is the cutoff date for employees who will not need a performance review for the performance year in question?
For 2020, any employee hired October 1st or later will not need a performance review for 2020. The cutoff date will change year-to-year.

Are there different cutoff dates for different employee groups?

No, all forms are launched on the same date.

Should employees complete a self-review?
This is not required; however, leaders can encourage employees to complete one. The template for a Self-Evaluation is located on the OD&L website, under Performance Management resources.

Will the leader get a final copy of the performance review once the employee acknowledges it?
Yes, completed reviews will be available in the leader and employee's *Completed* folder in Talent *Connect*.

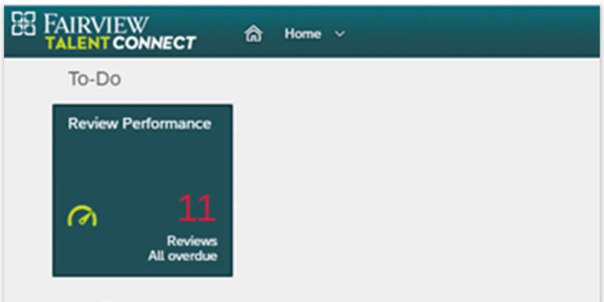
What if I have many direct reports? Can others assist me with writing and conducting the performance conversation?
If multiple leaders oversee the same group of employees, the performance review information will only show on the dashboard of the leader identified in Lawson. Work with your HR Employee Relations Representative to determine the best approach on writing and delivering the reviews.

PERFORMANCE MANAGEMENT

LEADER FAQS – PERFORMANCE MANAGEMENT

How do I know if I have tasks to complete in Talent *Connect*?

If you have tasks to complete, you will see a **To Do** tile on your home screen.



How will I know if my direct reports have tasks to complete?

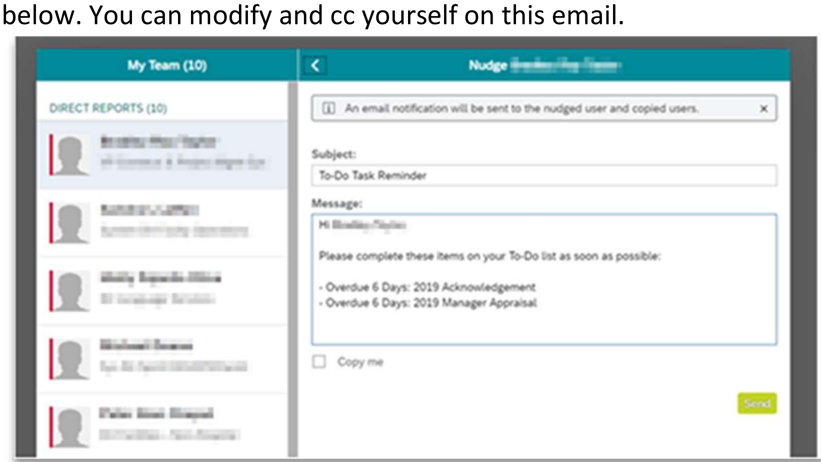
The **Manage my Team** tile will indicate if you have direct reports that require attention.

How do I know which tasks my direct reports need to complete?

If you click into the list, you will see any tasks that need to be completed.

Is there a way to remind my employees they have tasks due?

You can use the **Nudge** function. This will send an email from Talent *Connect* to that employee using the template below. You can modify and cc yourself on this email.



[Back to top](#)

PERFORMANCE MANAGEMENT

LEADER FAQS – PERFORMANCE MANAGEMENT

Is there a way to track completion for my team through Lawson?
Yes, there are reports available through Lawson Manager Self-Service in Workforce Metrics in the **Goals** section.

Employee Acknowledgement of Performance Review

When a leader signs off on the performance review, when does the employee get a copy?
Once the form is acknowledged by the employee, the form is considered complete and will be available in the leader and employee's **Completed folder** in Talent *Connect*.

Can leaders print a paper copy for employees to sign?
No, employees must acknowledge their performance review in Talent *Connect*.

What if an employee is unable (ex. leave of absence) or refuses to complete electronically acknowledge review?
An important part of the process is the conversation between the manager and employee to discuss the performance review content, job description, and expectations. One step includes the electronic acknowledgement by the employee. If the employee is unable (ex. leave of absence) or refuses to complete this action, please make a note as to the circumstances and attach it to the employee record in Talent *Connect*. The review will be left in acknowledgement status until it is automatically be moved to completion on the designated due date.

Review for Employees Who Transfer Departments

- **Reviews for an employee who transferred to your department *mid-year*:**
    - Since the review encompasses the entire performance year, reaching out to the previous leader to get feedback would be beneficial. You may incorporate this feedback into any of the sections of the review as applicable.
- **Reviews for employees who transferred to your department at the *end of the year*:**
    - If the employee transferred toward the end of the performance review year, it may be beneficial to ask the previous leader to do a written assessment of the employee's performance prior to transferring to your team. It may even be helpful for the previous leader to participate in the 1:1 performance conversation.

Back to top

- **Reviews for employees who transfer in *January*:**
    - You do not need to write the review for the previous performance year if that employee did not work on your team during that time. However, you do need to help ensure that the review is completed. Collaborate with the employee's previous leader, who is responsible for completing the review.
        - The previous leader will write the review and send it to you. They can use the Performance Review Form Template or a simple Word document.
        - You will copy and paste it into Talent Connect, adding a note in the summary that the review was written by the previous leader.
        - For the 1:1 conversation, the previous leader may conduct the meeting individually with the employee or both you and the previous leader can meet together with the employee; or you can meet individually with the employee and share the previous leader's feedback.

Reviews and LOA

What if an employee is on a Leave of Absence (LOA)? When should I complete the review?

The review can be completed upon their return from leave. A suggested timeframe is to have the review completed within the first 1-2 weeks upon the employee's return to work.

What if a manager is on a LOA? Is someone else able to complete the reviews?

Yes; however, those employees must be transferred to the new leader in Lawson in order to show up in the Talent Connect dashboard of the interim leader.

Goals

For general Goals FAQs, please see Performance Management Goals - FAQs

Once goals are entered, how will leaders pull them into the Performance Review form?

Organizational goals will automatically populate in the Performance Review form. Once leaders begin Performance Reviews, goals that were previously added into Talent *Connect* will already be available. Leaders and Employees can also add new goals or edit goals in the performance review form.

How do you add goals into Talent *Connect*?

Please see Entering and Cascading Goals in Talent Connect.

If employees update their progress to goals in Talent *Connect* throughout the year, will leaders be able to see it?

Yes. Leaders should have regular check ins with their direct reports regarding their progress to organizational and development goals. Use the Comment box for each goal to record progress and conversations.

What is a Cascaded Goal?

A cascaded goal is the preferred method of creating a goal and assigning to your team. Documentation on www.odandl.org in the Performance Management section has instructions for how to create a cascaded goal.

Back to top

LEADER FAQS – PERFORMANCE MANAGEMENT

Pay

Please speak to your leader to ask specific questions regarding pay and watch for updates from your usual channels (ex. Leader News) for more information.

Ratings

Please see Performance Management Ratings Information

Regulatory and Compliance

The performance review policy requires ongoing competency review for clinical staff. What is the plan for those?

The annual performance review meets regulatory requirements for competency review.

Scope – Who is included?

How will Talent *Connect* be applicable to physician practices where the non-physician administrators manage the Lawson items but not the performance reviews?

Physician leaders will follow same process for their Physician and Advanced Practice Provider direct reports as non-physician leaders.

Is the same form for step-in-grade employees? How about Union employees?

The process is the same for all employees.

Is the same form used for casuals? What if it's their secondary (aka level 2) position?

First and second level (also known as primary and secondary) reviews will have unique forms and are titled to designate the level. All forms are available in Talent *Connect*, regardless of FTE.

If an employee has more than 2 positions, the leader(s) of positions 3 and higher will be notified about the process from the Employee Relations Team.

What is the cut off hire date for performance reviews in the current performance year?

Employees hired October 1st or later during the performance year in question will not require a performance review.

Talent *Connect* System

How is the Talent *Connect* website accessed?

Please see the Talent Connect Leader Resource Guide

Are Directors able to see their supervisor's direct reports reviews in Talent *Connect*?

No. Only the direct leader can see an employee's performance reviews ratings and comments.

Where do we find the resource for words and phrases when writing a performance review?

The Writing Assistant in Talent *Connect* will help you with writing examples for each of the Fairview Commitments.

Back to top

PERFORMANCE MANAGEMENT

LEADER FAQS – PERFORMANCE MANAGEMENT

Can edits be made after the 1:1 conversation and before the employee acknowledges?
Yes, the entire performance review document is editable by the leader until the leader clicks **Confirm 1:1 Meeting** and the review moves to the Employee Acknowledgement step.

Can leaders print a copy of the performance review?
Leaders can print (or create a pdf copy of) a review at any time in the process by clicking on the print icon in the upper right-hand corner of Talent *Connect.*

Other

Will leaders be asked to document all 1:1 meetings with team members in Talent *Connect*?
Leaders will be required to click a button acknowledging that they completed a 1:1 discussion about the performance review with each employee.

Is 360 Feedback going to be expected or a tool suggested for use during the FPR process?
360 feedback will not be used for performance reviews. However, leaders are still welcome to gather 360 feedback outside of Talent *Connect*.

How are reviews written for float pool staff that work with multiple leaders?
The primary leader assigned in Lawson should write the review and collaborate with other leaders to gather feedback.

[Back to top](#)