Performance Management

Hybrid Workplace Tips for

Supervisors

Many workplaces are transitioning to a hybrid environment (in-office, remote, telework). Here are some tips for driving high levels of performance and engagement:

Planning

- Clarify standards' intent and meaning; Individual perspectives can vary in their interpretation of what constitutes an exceeds, meets, and below performance
- Standardize expected results where possible; This helps increase the equity of the performance standards among employees in similar positions
- Enable autonomy and growth by clearly highlighting for employees the strategic alignment between their work and the organizational mission

Rating

- Hold performance evaluation meetings in a neutral environment free of noise and distraction (virtual and physical environments)
- Begin with positive feedback; Constructive feedback is more widely accepted if prefaced with positive feedback
- Be cognizant of your own rater bias; Evaluate performance based on measurable results

Learning and Development

- Implement routine check-ins for 2-way and 360-degree developmental updates; Should be bi-directional and encourage constant development
- Offer and encourage online learning and free training programs from other Federal agencies, job-specific associations, and local universities or partners
- Establish or promote mentoring, coaching, and detail opportunities to link employee goals and development

Monitoring

- Demonstrate inclusion to employees through thoughtfully providing performance feedback using inclusive language
- Engage employees through multiple informal and formal feedback sessions throughout the year
- Check your assumptions (especially if your employee has been working remotely) on why the employee has or hasn't been performing; Realize that there are unseen circumstances and events that may be impacting performance

Rewards and Recognition

- Discover the ways your employees want to receive recognition and meet that need (some do not want publicity)
- Recognize employee contributions tied to organizational values (not just productivity and performance)
- Celebrate individual and team success throughout the year; People want to feel appreciated and know they are contributing to the success of the organization

Open Communication

- Enable teamwork/collaboration and team check-ins by scheduling 5-10 min breaks during meetings for "hallway" chats among employees
- Utilize technology such as video conferencing to help maintain an "in- person" connection
- Be deliberate and consistent in communication methods and channels; People need to feel they are accepted as part of the group