



Cornerstone Performance: Annual Performance Review

Illinois Human Resources



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Illinois Human Resources

Overview



- Overview of the steps to the annual review process
- Writing tips to prepare for the self-evaluation
- Demonstration of the online system
- Importance of the performance conversation



Quick Poll

In one word, what thought comes to mind regarding conducting an annual performance review?

11

necessary
feedback dread joy
ugh celebrating time
consuming goal
growth data
planning

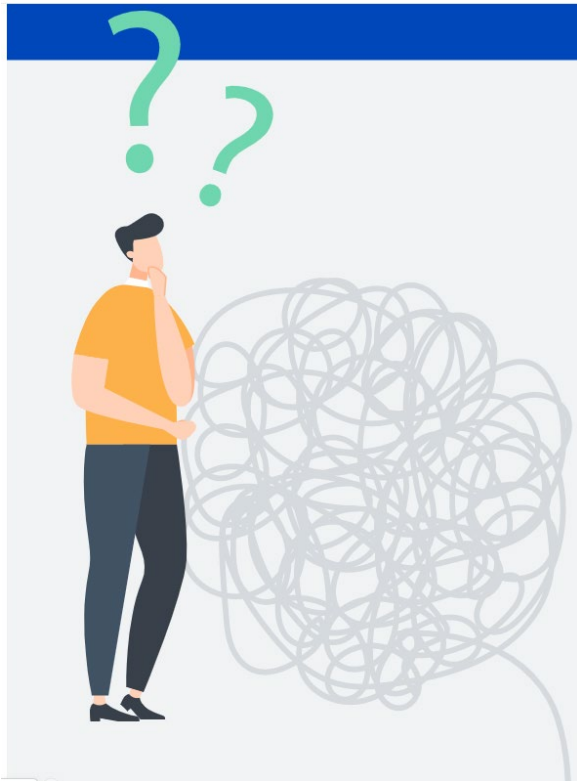
Purpose



Annual Review

Help staff learn,
resulting in improved
performance and
personal development.

Why Cornerstone?



- Provide technology to facilitate the performance management process.
- Increase consistency of completion of annual performance review.
- Offer data retention and reporting capabilities.

The background of the slide features a faded, orange-tinted image of three statues in academic regalia, likely representing the University of Illinois. The statues are positioned behind the main text.

Annual Performance Review Process

Performance Evaluation Requirements



- A written understanding, between the supervisor and the employee, of the major duties and responsibilities of the job held i.e., a job description, and an agreement on priorities of the duties.
- A supervisor's written statement evaluating current performance compared to expected performance.
- A discussion between supervisor and employee of the evaluation including an understanding of plans and goals for the coming year.
- The employee's signature on the evaluation form to signify that the employee and the supervisor have discussed the contents of the review.
- A final written record by the supervisor of the review, together with any written employee comments, to be placed in the employee's personnel file.

[CAM HR-56 Performance Reviews for Academic Professional and Non-probationary Civil Service Employees](#)

Steps for the Annual Performance Review



Step 1: Employee Self-Review

- Review Job Description
- Update goals from year in review
- Provide personal examples of accomplishments

Step 2: Supervisor Feedback

- Supervisor will receive self-review
- Gather feedback from multiple sources
- Write comments including data and examples

Step 3: Performance Conversation

- Review job description
- Discuss challenges and accomplishments
- Set future goals and development opportunities

Step 4: Final Step

- Employee Acknowledgement
- Submit



Quick Poll

Step 1: Employee Self-Review

What resources do you use to gather information as you prepare to complete an annual performance review?

 11

Employees goals



How to Prepare for Self-Evaluation



- Make suggestions for changes to your job description if needed.
- Review and assess your progress toward achieving your goals.
- Draft work & career goals for the next year.
- Review the organization's mission, vision, guiding values and goals in advance.
- Collect documentation you may need to support your evaluation.

Boldly Illinois: 2030 Strategic Planning

Our Mission: The University of Illinois at Urbana-Champaign is charged by our state to enhance the lives of citizens in Illinois, across the nation, and around the world through our leadership in learning, discovery, engagement, and economic development.

**Scholarship,
Discovery, and
Innovation**

**Transformative
Learning
Experiences**

Societal Impact

**Resources and
Strategic
Investment**

<https://strategicplan.illinois.edu/>

Writing a Self-Evaluation



Do:

- Be specific, provide examples
- Be honest and factual
- Use metrics: numbers or quotes
- Accomplishments
- Areas for growth or challenges
- Professional development goals



Don't:

- Be vague or unclear
- Use absolute words such as “always, never, completely, etc.”
- Complain or gossip
- Discuss leave requests



Three New Competencies

The employee should review the 3 university-wide competencies and provide comments on their work performance in each area as part of their self-review. Specific examples are helpful and encouraged. It is **NOT EXPECTED** that all performance indicators will be specifically addressed with comments.

The supervisor may also make optional comments when reviewing the employee's self-review.



**COLLABORATION,
COMMUNICATION,
DEPENDABILITY**



**EMPOWERMENT,
INITIATIVE,
JOB KNOWLEDGE**



**INCLUSION,
COMPASSION,
CUSTOMER SERVICE**



Collaboration, Communication, Dependability



Employee Self-Review Comments:

Supervisor Comments (optional):

- **Active Listening:** Demonstrates a commitment to truly understanding others by actively listening, asking questions for clarification, and providing feedback to ensure clear comprehension.
- **Clear and Concise Communication:** Effectively shares relevant information, resources, and feedback with team members to facilitate their work and decision-making. Articulates thoughts, ideas, and information clearly and concisely, adapting communication style to the audience and choosing appropriate channels for effective message delivery.
- **Cohesion:** Fosters a positive working environment. Effectively addresses disagreements and conflicts, striving to find mutually beneficial solutions while maintaining respect and professionalism.
- **Judgment:** Acts with integrity and earns the trust of colleagues through reliability.
- **Reliability and Attendance:** Fulfills commitments and adapts to changes in priorities while maintaining a high level of productivity. Consistently present for work as scheduled and follows appropriate procedures for requesting time off. Reliably present for important projects, tasks, and events.

✓ Collaboration, Communication, Dependability



James, Building Service Worker, F & S

Employee Self-Review Comments:

I go above and beyond to make sure our team operates at its best, and I regularly provide help and support to team members when working on a collective goal. In February, the sewer system backed up flooding the first-floor residence hall lounge. Our team quickly assessed the situation and worked together to get the area secured and cleaned in record time before students arrived for classes in the morning. The clean up involved several other BSW's from other buildings pulling together to prioritize this effort. I make sure to arrive to each shift early so that I know where first shift has left off and to ensure transition is done smoothly.

Supervisor Comments (optional):



Empowerment, Initiative, and Job Knowledge

Employee Self-Review Comments:

Supervisor Comments (optional):

- **Adaptability:** Readily adjusts to changing circumstances, embraces new responsibilities, and maintains a positive attitude even in challenging situations.
- **Adherence to Best Practices:** Actively seeks opportunities for professional development and continual learning while demonstrating knowledge of and adherence to industry best practices.
- **Encouragement of Others:** Encourages and supports colleagues in taking initiative and becoming more self-empowered.
- **Self-Motivation:** Demonstrates a strong work ethic and drive to accomplish tasks without constant supervision. Frequently takes ownership and responsibility to improve processes, solve problems, and contribute to the overall success of the organization.
- **Timely and Accurate Task Completion:** Tasks and projects are consistently completed within established deadlines, and deadlines are rarely missed. Consistently produces work that is free from errors, omissions, and inaccuracies.



Empowerment, Initiative, and Job Knowledge



Sara, Technology Staff

Employee Self-Review Comments:

I demonstrate strong time management skills when hitting project deadlines. I have taken ownership of new projects and managed their successful completion. Several projects include a new internal ticketing system for which allows our team to troubleshoot and prioritize issues affecting our area and track our response rate (<2 hours) to customer request. I have received three kudos awards on my ability to troubleshoot issues quickly and efficiently so that are team is up and running. I am known for being “Johnny on the spot”.

Supervisor Comments (optional):



Inclusion, Compassion, and Customer Service

Employee Self-Review Comments:

Supervisor Comments (optional):

- Conflict Resolution and Sensitivity:** Resolves conflicts and disputes with sensitivity and compassion, fostering a positive and respectful resolution for all parties involved.
- Continuous Improvement:** Demonstrates a customer-centric approach in all interactions. Actively seeks opportunities to enhance the customer experience, whether through process improvements or additional training.
- Embracing Diversity, Equity and Inclusion:** Demonstrates an understanding of the value of diversity, equity and inclusion and actively encourages diverse perspectives, backgrounds, and experiences within the team and organization. Utilizes language and communication that is inclusive and respectful of all individuals, ensuring that no one feels marginalized or excluded.
- Empathetic Support:** Supports and champions the well-being and professional growth of colleagues, creating an environment where everyone can thrive. Shows genuine empathy toward colleagues, their concerns, experiences, and needs, and demonstrating a willingness to understand and provide support.
- Customer Satisfaction:** Appropriately, timely, and professionally responds to customer concerns that may include quantitative or qualitative data related to client feedback. Anticipates and meets customer needs efficiently and effectively.



Inclusion, Compassion, and Customer Service



Marie, Office Manager

Employee Self-Review Comments:

I have made a conscious effort to foster a positive and inclusive work environment by promoting open communication and encouraging collaboration. This has resulted in a more cohesive and motivated team better equipped to meet our organizational goals. In our weekly team meetings, I recognize the contributions and achievement of my team members and create space for them to recognize each other, which elevates the team atmosphere that enhances our customer service centric approach internally and externally to the organization.

Supervisor Comments (optional):

Developmental Coaching Questions



Accomplishments and Challenges:

1. What were two of your key accomplishments that you were most proud of this year? Why? (For example, this could include an outcome, improvement in skills, improvement in customer service, etc.) *
2. Did you encounter significant barriers, challenges, or missed opportunities that impacted your performance or professional development? If so, please describe.
3. What assistance would be helpful from your team or your supervisor to support your success in the coming year?

Writing Tips for Self-Evaluation



Key Takeaways

- Your self-assessment is a chance to be your own advocate.
- Track your achievements year-round to make the process easier.
- Include specific examples of any skills learned or goals met.
- Create a plan for your personal growth.
- If you're stuck on what to write, consult a manager and peers for feedback.

<https://lattice.com/library/tips-for-writing-a-strong-self-evaluation-plus-specific-examples-to-make-yours-shine>



✓ Performance Conversation



Sara, Technology Staff

Sara is a member of the Technology Staff within IHR. Her supervisor, Dawn, is meeting with her to discuss her performance review. Sara has completed a self-review and shared it with Dawn prior to the meeting. Dawn completed the supervisor portion of the evaluation as well and shared it with Sara prior to the meeting. Sara and Dawn were generally in agreement on the evaluation, except for the **Inclusion, Compassion, and Customer Service** competency.



Overall Rating

Step 4: Final Step

Overall Rating Definitions



Rating	Definition
Outstanding	This rating recognizes employees who consistently excelled and made a significant and extraordinary impact in the organization. Rare and significant efforts were evident in their performance.
Achieved or Exceeded Expectations	This rating indicates that the employee consistently met or exceeded expectations. It highlights their reliability and ability to deliver quality work regularly.
Developing	This rating acknowledges that the employee made progress and took steps to improve their performance. It signals a positive trajectory and a commitment to growth.
Needs Significant Improvement	This rating indicates that the employee has not been meeting expectations and significant improvement is needed. This signals a negative trajectory and lack of a commitment to grow/develop/change.



Questions?





Thank you!



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