



Human Resources

Supervisors

May 18, 2023, Supervisors Meeting

Key Elements to Managing Performance



SUMMARY

Senior HR Partners Patricia Morales and Risa Noble presented on managing performance with a focus on topics like managing performance vs. performance management ([time stamp 5:10](#)), orientation vs. onboarding ([22:05](#)), examples of check-ins ([29:15](#)) and quality feedback ([31:50](#)).

EXAMPLE CONTENT

Managing performance	Performance Management
<ul style="list-style-type: none">• Set clear expectations• Regular check-ins• Train, coach and develop• Delegate and empower	<ul style="list-style-type: none">• Annual reviews• Policies and procedures• Corrective action

Make your 1:1 meetings meaningful by:

- Respecting time, being prepared and trying not to reschedule too often.
- Being honest, focused and asking for feedback.
- Including conversation about growth opportunities.
- Ending on a positive note.



RESOURCES

The following resources were shared or referenced during the presentation.

Studies:

- [Gartner HR Research Identifies Human Leadership as the Next Evolution of Leadership \(June 2022\)](#)
- [Gartner HR Research Shows Organizations Must Reinvent Their Employee Value Proposition to Deliver a More Human Deal \(May 2021\)](#)
- [What Does It Mean to Be a Manager Today? \(April 2021\)](#)
- [Empathy Is The Most Important Leadership Skill According To Research \(September 2021\)](#)

Sessions/Training:

- [EDGE Supervisor Series: Foundational Skills Certificate](#)
- [CUPA-HR/Cornerstone session: Understanding Higher Education](#)
- [Crucial Conversations Program](#)



Heard in Discussion

From Meeting Attendee to **Everyone**: ([time stamp 1:06](#))

Will the workshop section of the EDGE Supervisor Series be added again?

From Beverly Pérez-Mercado to **Everyone**:

Great question! We have postponed the facilitated session due to a capacity issue. We will revisit in the fall.



Heard in Discussion

From Risa Noble to **Everyone**: ([time stamp 10:55](#))

Three qualities of human leadership: authenticity, empathy, adaptability. How do you put these qualities into action?

From **Everyone**:

honesty

The key is to put yourself in others' shoes! Listen and show that you care!

flexibility

vulnerability

From Meeting Attendee to **Everyone**:

How do people balance authenticity with the fact that people may not want to share their personal lives at work and it's not a bad thing?

From Jenna Elmer to **Everyone**:

Your authentic self can be someone who doesn't share a lot of personal information. That is okay.