



COUNTY OF SAN MATEO

HUMAN RESOURCES DEPARTMENT

ORGANIZATIONAL DEVELOPMENT & COMMUNICATIONS

Performance & Development Program (PDP) Reference Sheet and Definitions

Roles

- PDP Participant – Every employee and supervisor participating in the Performance & Development Program.
- PDP Supervisor – Anyone who has employees directly report to them.
- PDP Liaison – A member of the department/division leadership team who will act as the main point of contact for Performance & Development Program Administrators. Liaisons are responsible for reviewing reports and ensuring participation of their department/division.
- Executive Champion – A Department/division head or member of the leadership team who will support PDP liaison, review survey reports, provide resources, and advocate for the program.
- Pilot Administrators – DeVan Taylor and Conrad Fernandes.
- Working Group – PDP Liaison from each department/division; Performance & Development Program Administrators; employee relations representative; other HR staff as available/needed.

Structure

- Segments – Each department/division will function as a segment within a pulse survey, with the PDP Liaison acting as a Segment Administrator. Additional administrators can be designated as needed to assist with report pulling and responding to suggestions.
- Filters – Lower level teams within a segment, generally mapped by Cost Center (e.g. the Benefits team within HR). Filters should be ~6-10 people in order to provide enough data to protect anonymity within pulse survey reports.

Key Concepts

- 1:1's (also called check-ins) – Conversations between employees and supervisors which are focused on recent accomplishments, clear action items, and specific feedback on ongoing projects.
 - It is expected that these will be 15-30 minutes, take place at least every other week, scheduled ahead of time, and end with actions items and a plan for the next meeting
- Pulse Survey – A brief one (1) question anonymous survey administered weekly or biweekly, intended to identify immediate areas for action and capture term trends.
- Dashboard – Information hub on pulse survey responses data available when a segment administrator creates a login to our survey platform.
- Survey Reports – A summary report for either an entire segment or a specific filter that includes answers to a pulse survey question, cheers for peers, suggestions, and benchmark comparisons. Survey data is only available if at least 5 people answer the pulse survey.
- Baseline Survey – A seven (7) question survey administered annually each fall to measure program impact and identify trends of each segment and the program as a whole.

- Industry benchmarks – A comparison of how other Government and Non-Profit organizations in the survey system perform on a particular question.
- Anonymity – According to TINYpulse, our pulse survey vendor, “Anonymity contributes to a strong foundation for honest, constructive, and insightful feedback.” To protect anonymity, results are not available for groups of less than 5 individuals.
- Cheers for Peers – Cheers for Peers is a space in every pulse survey to give recognition to your peers, supervisor, or subordinates when they go the extra-mile or just generally brighten your day. Research has shown that companies with peer recognition systems have increased employee engagement.
- Suggestion Box – The Suggestion Box is a space in every pulse survey for employees to anonymously share their ideas for improvement and receive a response from their department leadership. These can be everything from the day-to-day tasks, larger priorities, or general concerns.