

Evidence Based Employee Performance and Development Pilot



What the Pilot Does

Eliminate formal annual performance reviews
and replace them with frequent
check-ins, pulse surveys, and coaching



Annual Performance Reviews

Ineffective
Expensive
Unpopular

Pilot Participants

Human Resources Department

Parks Department

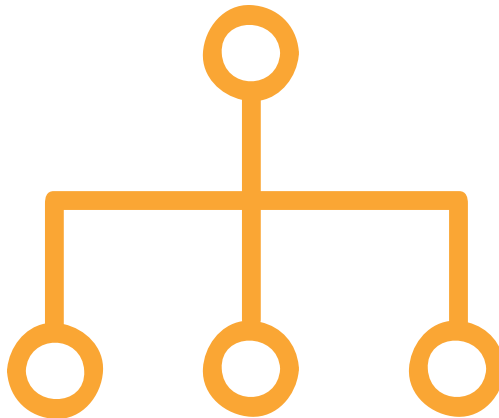
County Library

Office of Sustainability

Health System (six units)

Controller's Office (one unit)

County Manager's Office (one unit)



Goal-Setting in Pilot

- Use existing goal system
- Stop Annual Evaluations
- Start Continuous Feedback
- Pilot Participation Goals:
 - 1-on-1 frequency (every other week)
 - Guidespark click-through (75%)
 - TINYpulse survey (50% every week, 80% at least once per month)
 - LMS training (ESS, 20 hours)



source: Adobe Check-in

Pilot Components

- Check-ins to facilitate downward communication and feedback from supervisors
- Pulse surveys to facilitate upward communication from employees and capture real-time data

A white smartphone displaying the TINYpulse app interface. The screen shows a survey titled "Current Pulse" with a question: "On a scale of 1 to 10, how in touch is our leadership team with our customers' needs?" Below the question is a row of buttons numbered 1 to 10. The number 6 is highlighted in orange. Below the buttons is a text input field labeled "Please explain...". At the bottom of the screen is a dark blue bar with the text "SUBMIT >".

Current Pulse

On a scale of 1 to 10, how in touch is our leadership team with our customers' needs?

Why do you feel that way?

1 2 3 4 5 6 7 8 9 10

Not happy at all Very happy

Please explain...

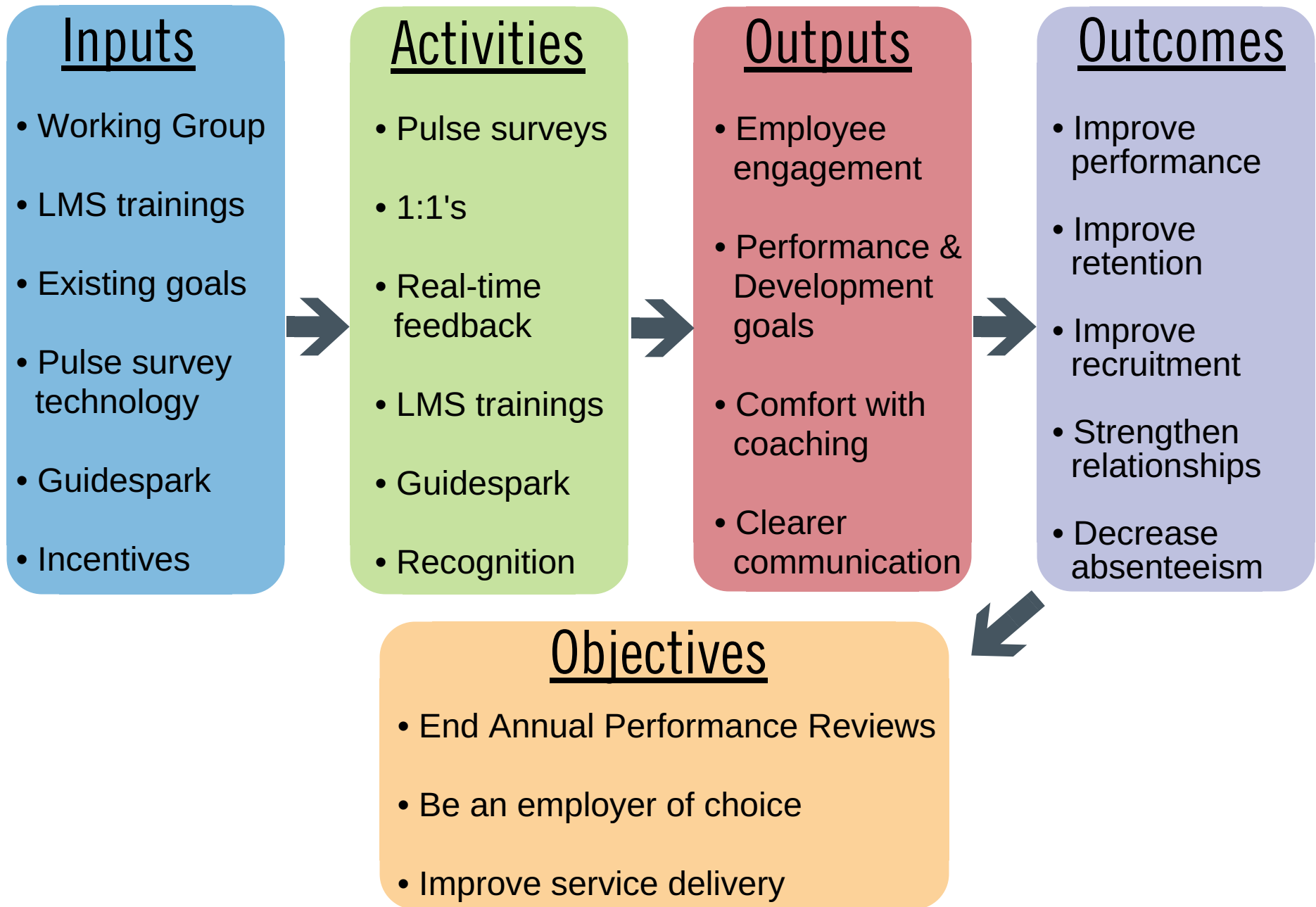
★ Cheers for Peers +

💬 Virtual Suggestions +

SUBMIT >

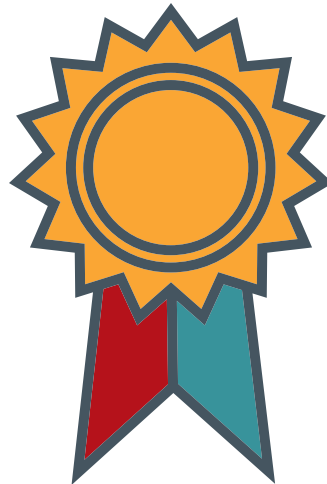
Pilot Logic Model

Revised 8/31/17



Pilot Expectations

- Open and honest feedback with managers/supervisors, staff, and pilot leadership
- Flexibility to adapt as pilot design is iterated based on data collected



Pilot Timeline



Aug-Dec '17

- Pilot kick-off meetings
- Launch pulse surveys and Guidespark

Jan-July '18

- Support data-driven coaching recommendations
- Continue pulse surveys

Aug '18-July '19

- Iterate pilot design and add units
- Recommendation to Council to expand or discontinue pilot



**Increased
engagement
=
soaring
performance**

