

How to Develop & Conduct Successful Performance Evaluations for Administrators & Supervisors

Risk Management

Like most work product in written form, it could be subjected to legal scrutiny. We must make our ratings defensible if they are challenged. During this period we will reveal the importance of documentation and failure to supervise.

Performance Review

Invariably the question will arise, When do I have time to complete my employees evaluation? During this period, we will show why we can not afford not to complete a through assessment of all our employees.

Writing the Tough Evaluation

I don't want people to dislike me so I am going to rate everybody the same. During this period, we will discuss ways to overcome this all to frequent rating error.

Final Steps

Before any formal appraisal is given to an employee, the supervisors should proofread for common errors. During this period we will discuss the importance of an appeal process and your superior's role in proofreading the evaluation.

Why Attend:

- At the end of this training session, the participant will:
- Identify 3 Key Performance Areas
- Learn How to Prepare for Performance Reviews
- Identify Common Errors in Rating Performance
- Set Goals and Clarify Expectations
- See the importance, from a liability perspective, of documenting the 12 Critical Tasks
- Learn Sample Phrases to document Work Performance
- Learn How to Rate More Objectively



Public Agency Training Council

5101 Decatur Blvd, Ste. L
Indianapolis, Indiana 46241

Phone: 1-800-365-0119

Fax: 317-821-5096

Email: information@patc.com

Visit us on the Web at:

www.patc.com

October 22 & 23, 2009 • Normal, Illinois (Bloomington, IL area)

Public Agency Training Council

Jim Alsup, Director



National Criminal Justice

Public Safety Continuing Education

Sponsored By:
**Law & Justice Commission– MTU 8
&
Illinois Law Enforcement Training Board**
Normal, Illinois

Training Seminar How to Develop & Conduct Successful Performance Evaluations for Administrators & Supervisors

NOTE:

Please bring a copy of your organization's Mission and Vision Statement, a blank copy of your Performance Evaluation Form, or any system your agency uses for officers' annual reviews, if available.

Instructor:

Mike J. Coker, Sgt. (Retired)

Sergeant Mike J. Coker (Retired) served as a police officer for 20 years in the Portsmouth, Virginia Police Department. Mike held several supervisory assignments during his tenure: Field Training Officer, Uniform Patrol Supervisor, Homicide and Robbery Squad Commander, Domestic Violence/Sex Crimes Supervisor, Robbery Task Force Squad Commander, Shift Commander, and Administrative Assistant to the Chief of Police.

Mike is a graduate of Virginia Polytechnic Institute and State University at Pamplin College (Leadership Course) Sponsored by the Virginia Police Chief's Association in Blacksburg, Virginia. He currently lectures through out the United States in "Leadership Skills for Challenging Times", "Administrative and Mid-Level Supervision", and "Command Leadership for Field Training Officers". Mike's leadership training is utilized by many city, county, state, and federal law enforcement agencies.

October 22 & 23, 2009

Normal, Illinois
(Bloomington, IL area)

Register On-Line At: www.patc.com

How to Develop & Conduct Successful Performance Evaluations for Administrators & Supervisors

Course Objectives:

One of the most critical responsibilities of an administrator or supervisor is conducting and documenting performance evaluations. It is also said that conducting officer performance evaluations is the most disliked task by administrators and supervisors. Such evaluations may be disliked because there is no formal process in place or there is little or no training in "how-to" develop, conduct, or document officer evaluations.

Officer performance evaluations can be one of the most effective tools to help an officer's morale, provide positive reinforcement, identify training needs, and reduce liability. It can be the single most effective method of focusing an officer's attention on the department's goals and mission statement.

The Value of Performance Evaluations

Many of us are told that we have to write a performance evaluation on our employees, but have never been trained how to do so. It is our hope to show police organizations that performance evaluation will not work unless there is an organizational commitment. Each employee should know his or her performance is being measured.

Strengths-Based Performance

Too often we capture an employee's weakness and then ask him or her to work harder in these areas. Studies have proven that an employee's real success relies on identifying his or her strength. During the time allotted, we will reveal supporting evidence of looking at an employee's strength to increase performance.

Performance Expectations

During this period, we will discuss the need to clarify expectations and how to assist the employee in goal setting. If the employee does not understand the evaluation criteria then it will be difficult to know his or her success and areas of improvement. Additionally, it is our hope to demonstrate the value of an evaluation that mirrors the agency mission and vision for the organization.

How to Develop & Conduct Successful Performance Evaluations for Administrators & Supervisors

October 22 & 23, 2009 • Normal, Illinois (Bloomington, IL area)

Thursday, October 22, 2009

8:00 a.m. - 8:30 a.m. Registration

8:30 a.m. - 9:30 a.m.

The Value of Performance Evaluations

- Organizational Commitment
- Mission and vision
- How productive are we?
- Job Descriptions- The impact on performance

9:30- noon

Strengths-Based Performance

- Breaking through performance myths
- How well do we get along?
- Identifying strengths

12:00 Noon - 1:00 p.m.

Lunch (On Your Own)

1:00 p.m.-3:00 p.m.

Performance Expectations

- Clarifying expectations and setting goals
- Getting input from employees
- Three key performance areas
- Explaining the rating categories

3:00 p.m.- 5:00 p.m.

Understanding the Evaluation Process

- Setting the stage for the performance review
- Three key ways to prepare yourself
- The role of the evaluator
- Is there one best rating scale to use?

Friday, October 23, 2009

8:00 a.m. - 9:00 a.m.

Risk Management

- Making your ratings defensible in a legal setting
- Documenting the 12 Critical Tasks on reviews
- Avoiding legal pitfalls- document, document, document

9:00 a.m.- 12:00 p.m.

Writing Review Scenarios

- Phrasing that captures your concerns
- Step-by-step approach to achieving a successful evaluation review
- Making sure your numbers match the words

12:00 p.m.- 1:00 p.m.

Lunch (On Your Own)

1:00 p.m. - 5:00 p.m.

Writing Tough Evaluation Scenarios

- Bad work performance evaluations
- Evaluating a friend, disgruntled employee, informal leader

Final Steps

- Appeal process
- Chain of command
- Changing ratings
- Future performance

3 Ways to Register for a Seminar!

1. **On-line Registration** at www.patc.com — Yellow/Blue link in corner
2. **Fax Form** to Public Agency Training Council **FAX: 1-317-821-5096**
3. **Mail Form** to

Public Agency Training Council
5101 Decatur Blvd, Ste. L
Indianapolis, Indiana 46241

Federal ID# 35-1907871

*** Pre-payment is not required to register ***

Upon receiving your registration we will send an invoice to the department or agency.

Checks, Claim Forms, Purchase Orders should be made payable to:

Public Agency Training Council

If you have any questions please call
317-821-5085 (Indianapolis)
800-365-0119 (Outside Indianapolis)



Seminar Title:	Performance Evaluations	Seminar ID #8402
Instructor:	Mike J. Coker	
Seminar Location:	Law & Justice Commission Heartland Community College, Main Campus 1500 W Raab Rd, Room WDC1403 Normal, IL 61761	
When:	October 22 & 23, 2009	Note: To receive special room rates, please identify yourself with PATC .
Registration Time:	8:00 A.M. (October 22, 2009)	
Hotel Reservations:	Best Western University Inn 6 Traders Circle (I-55 & Main Street) Normal, IL 61761 1-309-454-4070 \$45.00 single/double	
Registration Fee:	\$250.00 Includes Hand-outs, Performance Evaluations Manual, Coffee Breaks, and Certificate of Completion.	

Names of Attendees

1. _____
2. _____
3. _____
4. _____

Agency _____

Invoice To Attn: _____
(Must Be Completed)

Address _____

City _____ **State** ____ **Zip** _____

Email _____

Phone _____

Fax _____