



**SUPERIOR COURT IN MOHAVE COUNTY
PERFORMANCE MANAGEMENT PROGRAM**

Instruction Sheet

The process of performance management is the mechanism through which the Superior Court endeavors to provide quality service in the delivery of justice to the citizens of Mohave County. It is the cycle of setting expectations, providing direction, feedback and recognition to employees and serves as the process of continuous improvement through which individual employee performance is directly linked to the strategic agenda of the Superior Court.

PERFORMANCE MANAGEMENT CYCLE

Performance management is not something that happens one time a year. Rather, performance management happens between supervisors and employees each and every day. It is the ongoing process of communication and feedback documented in a consistent and legally defensible manner helping everyone to focus on goals and how the employee's work contributes to the overall success of the Superior Court.

Step 1: Individual Performance Planning

The first step in the performance management cycle in which the employee and supervisor work together to establish goals and expectations for the employee's performance.

Step 2: Ongoing Coaching and Feedback

The employee and supervisor meet frequently, formally and informally, to assess progress, and make adjustments when necessary. Once an employee understands the expectations and goals he/she is to achieve, the employee should be given room to pursue those goals. Along the way the employee needs to be recognized for the progress he/she is making, redirected or coached if sufficient progress is not being made, or he/she may simply need daily reinforcement from their supervisor to make sure they are on the right track.

When exceptional performance is noted or improvement is needed, more formal discussions should occur and documented on the Supervisor's Log (see attachment A.) Formal discussions that lead to disciplinary action require special attention and should be coordinated with the Superior Court Human Resource Manager.

Supervisors are encouraged to meet with the employee at mid-year half-way through the evaluation period for the purpose of reviewing the employee's progress in accomplishing their goals and expectations identified in the performance planning stage. More frequent meetings such as on a quarterly basis will better ensure that the employee is on track to meet performance goals.

Step 3: Completion of the Performance Evaluation

Probationary Performance Evaluations, Classified Employees:

Classified employees serving a twelve (12) month original, promotion, reappointment, transfer or reinstatement probation shall receive an end of probation performance evaluation.

Annual Performance Evaluations, Classified and Unclassified At-Will Employees:

All regular status classified employees and unclassified at-will employees shall have their performance evaluated annually on their employment anniversary date.

PERFORMANCE CATEGORIES:

There are five (5) categories of job performance under the Superior Court's performance management program:

Superior Contributor	High Contributor	Satisfactory Contributor	Lower Contributor	Unsatisfactory Contributor
Performance is consistently exceptional, easily recognized as unique in ability and performance. Demonstrates expertise and serves as model and inspiration to others.	Performance exceeds expectations. Consistently achieves results in excess of expectations of job duties and responsibilities.	Performance meets all expectations and standards. Satisfactorily completes job duties and responsibilities required to perform.	Performance is below level of expectation and standard measures. Improvement is necessary to meet satisfactory performance. Additional training and supervision is recommended for performance improvement.	Does not meet performance standard expectations. Formal retraining or disciplinary action is necessary.

PERFORMANCE EVALUATION FORMS:

PART I GENERAL PERFORMANCE EVALUATION

The general performance evaluation form is required for all employees (supervisory and non-supervisory.) It is the form that is completed to conclude the end of an employee's performance evaluation period.

PART II SUPERVISORY SUPPLEMENT

The Supervisory Supplement is an additional section required for all supervisory level employees, from first-line supervisors, court managers, up to court division heads.

PART III SELF-EVALUATION WORKSHEET

Employees are required to participate in the employee self-evaluation process by completing the self-evaluation worksheet. The supervisor is responsible to provide this form to the employee at approximately two (2) to three (3) weeks in advance of their performance review date. The employee should provide the completed form to their supervisor as instructed.

PART IV UPWARD REVIEW PERFORMANCE ASSESSMENT (OPTIONAL)

The purpose of the upward review assessment is to assist court supervisors, managers and division heads in identifying individual strengths and areas for improvement. It is a form of continuous improvement through which a subordinate employee is provided the opportunity to assess their immediate supervisor's job performance. While employees are strongly encouraged to participate in the upward review process, participation is not mandatory. The Upward Review Assessment Form is to be completed by the employee(s) who directly reports to the supervisor, manager or Division Head. The Upward Review Assessment Form is to be provided to the employee in conjunction with their supervisor's annual performance evaluation and the employee shall be advised of the deadline to return the form and to whom. In most cases, the form should be returned to the employee's Court Division Head (Chief Probation Officer, Clerk of the Court, or Superior Court Administrator.) The Superior Court Human Resource office will assist in coordinating the completion of upward review feedback for the Court Division Heads as may be required. All assessments shall remain strictly confidential and anonymous. A compiled summary of the assessment feedback may be provided to the supervisor of the employee being evaluated; however, in no case shall the supervisor be informed of individual comments/feedback of identified employees.

PERFORMANCE MANAGEMENT FORMS COMPLETION / DISTRIBUTION REQUIREMENTS:

	PART I General Performance Evaluation	PART II Supervisory Supplement	PART III Self-Evaluation Worksheet	PART IV Upward Review Performance Assessment
General Employees	✓		✓	
Supervisors Managers Division Heads	✓	✓	✓	Optional