



# Roles & Components



- **MassPerform:** A collaborative approach between managers and employees to engage in candid conversations about performance.
- **Manager:** The person doing the evaluation.
- **Employee:** The person being evaluated.
- **Expectations:** Key deliverables, behaviors and results clearly defined by the manager.
  - **Goals:** *The specific steps employees will take to meet the expectations.*
  - **SMART Goals:** *Acronym (SPECIFIC, MEASURABLE, ATTAINABLE, RELEVANT and TIME-BOUND) that can help you and your manager identify the associated goals and success criteria for each of your manager's expectation.*
- **Feedback:** Information about a person's performance of a task, etc., used as a basis for improvement.
- **Development:** Collaborative plan that aligns your strengths, career aspirations and business needs.



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- **Coaching:** Coaching requires managers to transition from the traditional role of controlling and monitoring employee performance to a more consultative role. Coaching is a means for developing a partnership between the manager and employee that creates a shared understanding about what needs to be achieved and how it is to be achieved.
- **Check-in:** Simple, agile framework for expectation, goal setting, development and a place for candid conversations about performance between a manager and employee. These conversations happen a minimum of 4 times a year.
- **Wrap-up:** Your opportunity to memorialize significant accomplishments, the impact of those accomplishments and other pertinent information from your 4 plus check-ins. During wrap-up, you manager will provides the final rating to the employee.
- **SuccessFactors:** Electronic System to kickoff 1<sup>st</sup> Check-in and complete Wrap-up. Same system as ACES. The username and password are also the same.