



## Information for General Pay Plan Employees

- The City has implemented a new performance management system. Beginning January 1, General Pay Plan performance evaluations will be completed in the new system.
- The new review period for General Pay Plan positions going forward will be January 1 to December 31 of each year, beginning January 1, 2024.
- This does not affect step progression dates because step progression pay adjustments are automatically processed unless the employee is already at Step 13, or the employee's manager provides 30-day advance notice to Human Resources about a performance concern.
- Managers will be creating employee performance goals for this new evaluation period and entering those goals into the online system beginning October 1 for the new January 1 - December 31, 2024, review period.
- The evaluation includes a new rating scale:
  - 1 = Unsatisfactory (Development)
  - 2 = Acceptable (Development)
  - 3 = Fully Competent (Strength)
  - 4 = Superior (Strength)
  - 5 = Exceptional (Strength)
- New standardized competencies will be on the new evaluation form and rated for all General Pay Plan positions:

**Execution and Results:** (1) Sets well-defined and realistic goals and high standards of performance for self or self and others; (2) displays a high level of initiative, effort, and commitment toward performing work; (3) completes assignments in a thorough, accurate, and timely manner, and delivers results; (4) works with minimal supervision, is motivated to achieve, and demonstrates responsible behavior; (5) demonstrates understanding of all aspects of the job (as specified on the approved job description) and application of accrued knowledge in carrying out duties and responsibilities; technical knowledge; skill in the techniques, equipment, procedures, and work required.

**Conduct:** (1) Conducts oneself with the utmost integrity and professionalism; (2) demonstrates humility; (3) encourages people to share their perspectives, ideas, and opinions; (4) makes decisions based on a sense of shared purpose; (5) takes responsibility

for actions and decisions; (6) resilient; (7) leans in to challenges and problems with creative solutions; (8) speaks up and challenges the status quo; (9) relies on the character, ability, strength, truth, and transparency of others and the organization.

**Teamwork/Team Oriented:** (1) Recognizes, values, and leverages the ideas, opinions, and perspectives of others; (2) participates willingly and effectively as a team lead or team member; (3) builds consensus; fosters team commitment, spirit, pride, and trust; (4) collaborates with others to accomplish goals and objectives and achieve results; (5) expresses facts, ideas, messages, and information (technical and non-technical) to individuals or groups clearly, concisely, accurately, understandably, with honesty, tact, and diplomacy and in a manner that is appropriate for the intended audience; (6) actively listens, clarifies information as needed.

**Customer Centric:** (1) Demonstrates commitment to public service; (2) serves and satisfies internal and external customers in a timely and effective manner; (3) establishes, commits to, and maintains high standards for producing quality work products and being responsive to customers; (4) supports the Department/City's mission; develops and executes strategies with the customer in mind.

**Safety:** (1) Complies with all safety policies and practices; (2) promotes a safe work environment; (3) participates in safety meetings; current on completion of safety trainings.

**Workplace Standards:** (1) Takes meal periods and breaks according to policy; (2) ensures sick leave usage does not negatively impact productivity of work unit; (3) notifies supervisor of unscheduled absences; (4) accepts suggestions and supervision with a positive approach; (5) completes work timely and correctly.

- Employees can establish career development goals as part of this process. For example, if an employee wants to be promoted to a supervisory position, a career development goal might be to complete certain training or obtain certain licenses or certifications to do so. Here's an example:

Career Development Goal: **Preparing to Be a Supervisor**

Goal Details: Complete these professional development courses during this review period:

1. *The Effective Manager—The Nuts & Bolts of Success* supervisory training (offered by Human Resources)
2. *Effective Communication* (offered by Human Resources)
3. *Expert Insights on Receiving Feedback* (available in The Learning Lab)

- To enhance communication, managers and employees are strongly encouraged to have periodic check-ins. Employees may also receive feedback from their coworkers and others in the City during the review period because the system is designed so that employees can provide performance feedback or give recognition to others in the City.
- Near the end of the review period, employees will be able to self-evaluate their performance and competencies if they want to do so. Completing a self-evaluation helps employees feel more engaged in the process and provides valuable insights to managers for supporting employee career goals and growth within the City.
- A standard evaluation form will be used for all General Pay Plan employees.
- Your manager will provide you an example of the new performance evaluation template.
- Training opportunities can be linked to competency development to support employees' career growth within the City.
- Communication will be enhanced through check-ins and managers providing employees with timely performance feedback.
- These changes are quite significant. Giving timely performance feedback and supporting employees in their career growth within the City organization will improve employee engagement, strengthen our organizational culture, and create a better work environment for all employees.
- To ensure a smooth transition, Human Resources is offering informational sessions for General Pay Plan employees and their managers:

September 13, 2023; 9:00 a.m. to 10:00 a.m.

September 20, 2023; 3:00 p.m. to 4:00 p.m.

September 27, 2023; 4:00 p.m. to 5:00 p.m.

*Employees may enroll via the training calendar: [intranet/TrainingSystems/Default.aspx](https://intranet/trainingSystems/Default.aspx)*

*Additional sessions will be scheduled as needed.*

- If there are questions, please contact Debbie Boyer in Human Resources at 405-297-3373 or [deborah.boyer@okc.gov](mailto:deborah.boyer@okc.gov).