

## Improving Individual Staff Performance Training Transfer Indicators

**Supervisor:** \_\_\_\_\_ **Date Module Attended:** \_\_\_\_\_ **Reviewer:** \_\_\_\_\_ **Today's Date:** \_\_\_\_\_

There is a set of fundamental supervision and management knowledge and skills needed in order to be an effective supervisor. Whether on the job for two months or several years, these concepts should be regularly reviewed by a supervisor and their manager in order to achieve a high level of supervision.

**How to use Training Transfer Indicator's (TTI's):** For new supervisors, following Supervisor Core Module IV, use the TTI's to assess the supervisor's learning and application. Review the TTI's during supervision to reinforce concepts learned during Core and apply them to every day practice. For seasoned supervisors, use the TTI's as a conversation guide to revisit fundamental supervision and management knowledge and skills.

**Synopsis of Supervisor Core Module IV: Improving Individual Staff Performance:** In this workshop, supervisors are introduced to the concepts of performance assessment, evaluation and improvement of the individual staff in their unit. This workshop is intended to help the new supervisor develop competent and confident staff that can perform the tasks assigned to them, supporting the agency mission and vision. Performance assessment is introduced as a continuous process necessary for staff development and performance evaluation is introduced as discrete function to be conducted annually. Strategies for conducting ongoing assessment and evaluation, facilitating performance improvement, and providing feedback are explored.

| Training Transfer Indicators   | Plan for Further Development |
|--|------------------------------|
| <b>Topic: Assessing Performance</b>  |                              |
| Describe ways you will gather information about staff performance.   |                              |
| What is the link between assessing staff performance and agency mission?                                   |                              |
| <b>Topic: Determining Reasons for Individual Performance Gaps</b>  |                              |
| Describe a performance gap of a worker in your unit that is a result of an organizational barrier.         |                              |
| Describe a performance gap of a worker in your unit that is the result of lack of knowledge and/or skills. |                              |

| Training Transfer Indicators   | Plan for Further Development |
|--|------------------------------|
| Describe a performance gap of a worker in your unit that is the result of a lack of motivation or commitment.                    |                              |
| <b>Topic: Creating Performance Objectives</b>  |                              |
| Describe a performance objective of a worker in your unit that is specific, measurable, achievable, results-oriented and timely. |                              |
| How are performance objectives related to agency mission?  |                              |
| <b>Topic: Completion of Individual Annual Performance Evaluations</b>  |                              |
| How do performance evaluations contribute to an agency's mission?  |                              |
| Describe the process you will use to complete your staff's annual performance evaluations.                                       |                              |
| <b>TOPIC: Providing Effective Feedback</b>   |                              |
| Describe a recent example of face-to-face feedback you provided to a worker that was strengths-based, specific, and timely.      |                              |
| <b>TOPIC: Progressive Discipline</b>   |                              |
| What does progressive discipline mean?   |                              |
| Describe how you will use progressive discipline in your unit.   |                              |