

WKU Themes from the Supervisor Design Sessions

		Session 1: May 1					Session 2: May 2					
Supervisors Attended		94					80					
Pre-Session Survey*		1	2	3	4	5	1	2	3	4	5	
Our performance management system meets my needs as a supervisor.	Strongly Disagree	2.0					2.3					Strongly Agree
Participation in our performance management program enhances communication with employees.		2.4					2.8					
Our performance management program supports the development of my employees.		2.1					2.3					
I am hopeful we can design a performance support program that will contribute positively to the culture at WKU.		4.2					4.3					
I am hopeful we can design a performance support program that will increase my effectiveness as a supervisor.		4.2					4.3					
Post-Session Survey*		1	2	3	4	5	1	2	3	4	5	
I found this session informative.	Strongly Disagree	3.9					3.4					Strongly Agree
I am hopeful we can design a performance support program that will contribute positively to the culture at WKU.		4.2					4.0					
I am hopeful we can design a performance support program that will increase my effectiveness as a supervisor.		4.1					4.0					
I feel optimistic about the direction we are headed with the changes to Performance Development.		3.7					3.2					
I will implement my 15% solution.		4.2					4.1					

- There is a general consensus that the new performance development program should have a mission and vision statement to clearly communicate the purpose of the program
- Supervisors would like the new performance development program to promote employee engagement, continuous feedback (including face-to-face conversations with employees and supervisors), meaningful professional/career development, relevant discussions of job expectations and new training or development opportunities
- They recommend that the new performance development program should foster transparency, accountability (i.e., recognition for positive behavior, consequences for negative behavior), objectivity and strive to ensure consistency and fairness for all employees
- For the implementation of the new program to be successful, Supervisors identified the need for clear and concise ongoing communication about the program, manager training on the new process, readily available resources associated with performance development (i.e., how to set goals, how to have difficult conversations surrounding performance development) and ongoing reminders
- Supervisors feel the new performance development program should be structured enough to ensure consistency across the University while also providing room for flexibility to account for area differences. Some participants would like to have a mix of qualitative and quantitative metrics with specific indicators to define performance. There is also a desire for the new program to have multisource and reverse feedback
- There is a strong request that the new program be efficient, not-time consuming or paper-based. Supervisors also seek flexibility in the program timeline based on area needs and in give and take in goal-setting to reflect new responsibilities and changes that occur throughout the year

*Data were collected using a web-based application called Mentimeter.