



2021-2022 Full Cycle Performance Goal Samples

Below are a series of sample individual goals that can be modified to fit many roles on campus as we navigate the upcoming performance cycle. If you need additional help creating Full Cycle goals, please do not hesitate to [contact a member of our team](#).

Table of Contents

Click the links to skip ahead to a specific section or goal.

Part I: Goals for All Employees

1. [Continuous process improvement](#)
2. [Recognize employees](#)
3. [Take a self-awareness assessment/s and act on results](#)
4. [Study the Teleworking and Flex Scheduling Guide, develop a success strategy and act on knowledge gained.](#)
5. [Complete, plan and act on the knowledge gained by participating in a self-paced Signature Program/s](#)
6. [Procedural guide projects](#)

Part II: Goals for Supervisors

1. [Review and update employee job descriptions](#)
2. [Develop and implement a departmental communication plan](#)
3. [Performance management](#)
4. [Complete and act on the knowledge, skills, and strategies shared through the UNCW supervisor academy \(launching fall 2021\)](#)
5. [Evaluate effectiveness of meetings and adjust accordingly](#)
6. [CliftonStrengths learning & engagement workshop \(designed for departments with employees who were hired during 2020\)](#)
7. [Create or update a departmental onboarding plan for new hires for student workers, new staff, temp employees, and/or faculty.](#)

Part I: Goals for All Employees

| <i>Employee Goal #1</i> | |
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| Title: | Continuous process improvement |
| Description & Milestones: | <p>Meets/Milestones:</p> <ul style="list-style-type: none"> • Identify the process/processes you plan to re-evaluate • Develop a plan to evaluate those processes/business practices and workloads/flows (For example: by conducting interviews, time studies) • Complete evaluation. Then, suggest improvements that support a healthy workforce and business needs based on your findings. • Share your findings and recommendations by xx/xx/xxxx to your supervisor (ie. staffing needs) • After reviewed, begin implementation and update individual goal at the mid-cycle review (Oct 2021) with what meeting and exceeding would look like in this cycle. Supervisor updates in Full Cycle Online. <p>Exceeds Expectations:</p> <ul style="list-style-type: none"> • To be updated at mid-cycle review |

| <i>Employee Goal #2</i> | |
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| Title: | Recognize employees |
| Description & Milestones: | <p>Meets/Milestones:</p> <ul style="list-style-type: none"> • Place service anniversary dates and other important celebrations in the calendar to recognize employees (ie. admin professional day, employee appreciation week, conclusion of a big project, beginning of summer hours, end of the semester, etc.) • Use and encourage others to deliver on the spot recognition through DIY recognition or Soaring Seahawk Awards. • Nominate employees for campus wide recognition (ie. Staff Award for Excellence) <p>Exceeds Expectations:</p> <ul style="list-style-type: none"> • An optional group gathering of the employee’s choice (ie. healthy walk, virtual lunch) |

Employee Goal #3

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| Title: | Take self-awareness assessment(s) and act on results |
| Description & Milestones: | <p>Meets/Milestones:</p> <ul style="list-style-type: none"> • Reach out to a member of the ELLE team to set up a 30-minute meeting to explore and select one or more self-assessments by xx/xx/xx. • Engage in a 60 minute debrief conversation with a member of the ELLE team 7 days after having taken the self-assessment. • Develop and share your action plan with your supervisor as to how you plan to use the results to meet the goals you would like to achieve by xx/xx/xx. • Ask your supervisor to update your Full Cycle Performance Plan no later than 30 days after developing your action plan as to what meets and exceeds looks like as a result of your debrief and action planning by xx/xx/xx <p>Exceeds Expectations:</p> <ul style="list-style-type: none"> • To be determined after an action plan is developed and shared with supervisor. |

Employee Goal #4

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| Title: | Study the Teleworking & Flexible Scheduling Guide (<i>coming soon</i>) and develop a success strategy and act on knowledge gained |
| Description & Milestones: | <p>Meets/Milestones:</p> <p>Leader Sample Language:</p> <ul style="list-style-type: none"> • After reading the guide, layout a communication strategy with your team, ensure team members are set up for success, have monthly team or individual check-ins to see how the arrangement is working and what needs employees might have the first six months and then quarterly. • Consider and act on the suggestions shared by staff. • Continue to look for ways to keep customer service and communication levels high while also maintaining a healthy workforce. <p>Employee Sample Language:</p> <ul style="list-style-type: none"> • Read the guide and ask any questions of your supervisor that you need more clarity or things you feel would set you up for success. • Engage in continuous conversations with your supervisor regarding the agreement and if there is anything you would like your supervisor to consider and why. <p>Exceeds Expectations:</p> <ul style="list-style-type: none"> • Leader: Conduct focus groups to gain employee input into what a communication plan might work best. • Employee: Give ongoing feedback to supervisor and continually assist and engage co-workers in discussions around wellbeing and process improvement strategies. |

Employee Goal #5

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| Title: | Complete, plan and act on knowledge gained by participating in a self-paced signature program |
| Description & Milestones: | <p>Meets/Milestones:</p> <ul style="list-style-type: none"> • Complete a basic level of one of the self-paced signature programs (Healthy Hawk Workplace, Voice of Equity & Inclusion, Tell Me More, Community Outreach) and share with supervisor knowledge gained and action/implementation plan. • If relevant, develop the action plan into meeting/exceeding and ask supervisor to update the Full Cycle Performance Plan <p>Exceeds Expectations:</p> <ul style="list-style-type: none"> • To be determined after participating in a basic level. • Or complete more than one self-paced signature program. • Or complete a mid-level or advanced level and share knowledge gained and actions to take. • Or complete a basic level and share knowledge gained at a staff meeting and suggest actions to take. |

Employee Goal #6

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| Title: | Procedural guide project(s) |
| Description & Milestones: | <p>Meets/Milestones:</p> <ul style="list-style-type: none"> • Complete a procedural guide (generally 5-10 pages) to address at least one office process, selected from a provided list in order for colleagues to have ready access to relevant information so that our team can be confident in providing consistent, timely, and useful guidance to our constituents. • First draft should be completed by xx/xx/xx; final guide complete by xx/xx/xx • Procedures should follow an approved format based on discussion with supervisor • Procedures should address issues such as relevant policies, coordination with other university groups, workflows and process steps, key questions that need to be addressed, and reporting requirements, if applicable <p>Exceeds Expectations:</p> <ul style="list-style-type: none"> • May include explaining (in)frequent variations that may require different approaches • Reviewing past related processes to evaluate and describe consistency/appropriateness • Providing suggestions for related process improvements; and/or completing additional projects. |

Part II: Goals for Supervisors

Supervisor Goal #1

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| Title: | Review and update employee job descriptions |
| Description & Milestones: | <p>Meets/Milestones:</p> <ul style="list-style-type: none"> Collaborate with employees to update job descriptions in People Admin by (xx/xx/xxxx). Collaborate with Classification & Compensation to explore re-classification where appropriate. <p>Exceeds Expectations:</p> <ul style="list-style-type: none"> Encourage other supervisors to update job descriptions by sharing updated job descriptions with other supervisors in your area with similar positions within 30 days of updating in People Admin. |

Supervisor Goal #2

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| Title: | Develop and implement a departmental communication plan |
| Description & Milestones: | <p>Meets/Milestones:</p> <ul style="list-style-type: none"> Review the Communication Plan job aid in the telework/flex scheduling guidebook (coming soon). Work with each employee to create/update their teleworking agreement according to the guidelines. <p>Exceeds Expectations:</p> <ul style="list-style-type: none"> Share the Communication Plan with other supervisors in the department to look for ways to streamline communication strategies and encourage/model wellbeing communication practices. |

Supervisor Goal #3

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| Title: | Performance management |
| Description & Milestones: | <p>Meets/Milestones:</p> <ul style="list-style-type: none"> Set performance plans, conduct mid-cycle reviews and performance appraisals by the established deadlines. All individual goals have exceeding and meeting expectations clearly laid out in the performance plan. Highly recommend or require self-appraisals and give instructions on how to use the Full Cycle Expanded Goal document when submitting it (SHRA/EHRA non-faculty). Contact a member of the ELLE Team for guidance. Address performance improvement challenges immediately. Update goals immediately in Full Cycle Online when goals change or are irrelevant. Goals can be updated throughout the cycle if exceeding is not able |

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| | <p>to be identified at the beginning of the cycle. It must be added by October/mid-cycle review.</p> <ul style="list-style-type: none"> • Contact a member of the ELLE team to ask for feedback on how to manage performance and difficult conversations. • Receive feedback from 2nd level supervisor prior to conducting performance review. <p>Exceeds Expectations:</p> <ul style="list-style-type: none"> • Establish a process and timeline to conduct and take action on information shared during stay interviews, pulse surveys/discussions, leadership assessments, and talent conversations throughout the year. Contact an ELLE team member for a consultation. |
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Supervisor Goal #4

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| Title: | Complete the UNCW Supervisor Academy (launching Fall 2021) and act on the knowledge, skills & strategies gained |
| Description & Milestones: | <p>Meets/Milestones:</p> <ul style="list-style-type: none"> • Complete half of the e-learning curriculum by December 2021. • Develop an ongoing action plan of knowledge gained and strategies to apply. • Share the action plan with your supervisor in your October mid-cycle review what strategies/ideas (meet/exceed) you would like to implement by the end of Full Cycle. • Revise the goal and ask supervisor to update the goal accordingly in Full Cycle Online. <p>Exceeds Expectations:</p> <ul style="list-style-type: none"> • Participate in 1 or more roundtable discussions with subject matter experts. • Or complete all e-learning curriculum in the fall and submit an action plan for 2022 in January. |

Supervisor Goal #5

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| Title: | Evaluate effectiveness of meetings and adjust accordingly |
| Description & Milestones: | <p>Meets/Milestones:</p> <ul style="list-style-type: none"> • Conduct a poll at the beginning of each semester during a zoom meeting or select survey to assess effectiveness of meetings (i.e. frequency, format/agenda, length, content, attendees, behavior, time of day) • In areas of improvement, solicit open ended ideas to make them better and test out new ideas. <p>Exceeds Expectations:</p> <ul style="list-style-type: none"> • Re-poll quarterly and solicit employee engagement ideas to consider throughout the year. |

Supervisor Goal #6

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| Title: | CliftonStrengths learning & engagement workshop (designed for departments with employees who were hired during 2020) |
| Description & Milestones: | <p>Meets/Milestones:</p> <ul style="list-style-type: none"> • Contact a member of the ELLE team to have a facilitated team workshop (face to face, hybrid or virtual) to explore their own strengths, gain a better understanding of how to best leverage other team members strengths and navigate difficult conversations. <p>Exceeds Expectations:</p> <ul style="list-style-type: none"> • New leaders engage in 1-on-1 strengths discussions with their supervisors and the people they lead. |

Supervisor Goal #7

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| Title: | Create or update a departmental onboarding plan for new hires (for student workers, new staff, temporary employees, and/or faculty) |
| Description & Milestones: | <p>Meets/Milestones:</p> <ul style="list-style-type: none"> • Research best onboarding practices and resources on the web and on HR website (hyperlink). • Edit Onboarding Departmental Checklist to include department-specific tasks • Develop communication plan for newly hired employees to include who sends emails and when • Create Onboarding email template (be sure to include): <ul style="list-style-type: none"> What to do before first day: <ul style="list-style-type: none"> ○ Complete I-9 (HR or Onboarding) ○ Be prepared for direct deposit ○ Items to have on first day (ID/DL, vehicle information, appropriate attire/work clothes, pen/paper) Who to contact for what: <ul style="list-style-type: none"> ○ Supervisor (supervisor's cell phone number) ○ Departmental administrative assistant ○ Departmental Training partner/mentor Instructions: <ul style="list-style-type: none"> ○ what to wear ○ where to park ○ what to bring ○ how to enter building ○ tentative schedule for first day/week ○ Develop 30-day schedule for new employee ○ To include <ul style="list-style-type: none"> ○ Departmental Meetings ○ Departmental Trainings |

- Human Resource Meetings & Trainings – reference [onboarding checklists for new employees](#)
- Schedule meeting with stakeholders to introduce new departmental onboarding process and gather feedback. Share location for departmental onboarding resources, communication plan, assign duties and outline expectations.

Exceeds Expectations:

- Schedule consultation with Melissa Cox (Onboarding Specialist in HR) to review current onboarding practice and ask for suggestions for edits.
- Share first draft of onboarding resources with recent new hires and/or with Melissa Cox to get feedback and make edits as needed.
- Create guidelines/plan for departmental onboarding welcome event for new employee's first day (virtual or in person)
- Create introduction meeting outline for new hires to include appropriate departmental admins, departmental leave keeper, and/or training partners.
- Create Email template or document with short bio for departmental contacts (who to contact for what)

Looking for more inspiration? Check out the Full Cycle Goal Samples we developed for 2020-21!

➔ [ACCESS](#) last year's Full Cycle Goal Samples