Enhancing Productivity through Employee Performance Management and Positive Corrective Action
Kim Morris Lee
Director, Organizational Effectiveness
Human Resources at UIC

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Human Resources at UIC
ENHANCING EMPLOYEE PRODUCTIVITY

“If you record, encourage, and replicate the way work is approached by individuals, you can direct [employee] behavior toward better outcomes.”

* THE TRADITIONAL PERFORMANCE REVIEW AND THE NEW GLOBAL WORKPLACE
ENHANCE EMPLOYEE PRODUCTIVITY

- Prioritize job performance management
- Confirm on-the-job behavior EXPECTATIONS
- Demonstrate CONSISTENCY in coaching and guidance across staff
- Use structured process to document observed performance and POSITIVE CORRECTIVE action approach/tools
EMPLOYEE JOB PERFORMANCE

Staff’s workplace behavior impacts others on the team, individuals in college/unit and UIC.

“Employee Performance” Review (EPR) Process
EMPLOYEE JOB PERFORMANCE

http://www.youtube.com/watch?v=82gVD0Vk7Rw
EMPLOYEE JOB PERFORMANCE

Individuals in management roles should focus on driving behavior change, because enhanced performance or effectiveness requires some change in behavior generally.
EMPLOYEE JOB PERFORMANCE

http://www.youtube.com/watch?v=MynAJP5D1vs
EMPLOYEE PERFORMANCE REVIEW (EPR) MODEL

The EPR is competency-based and development focused. This process is designed to assist managers in supporting Employee Professional Development.
UIC COMPETENCY MODEL
EMPLOYEE PERFORMANCE MANAGEMENT TOOLS

• Planning/Job Performance Expectations
• Continuous Improvement: Manager/Employee Feedback
• Performance Improvement Plan (PIP)
• Employee Self Review
• Employee Performance Review (EPR)
• Individual Development Plan (IDP)
EMPLOYEE PERFORMANCE REVIEW

• **Policy 602** – Employee Performance Review (EPR)
• **Prepare EPRs May – July**
• **Submit completed employee performance reviews by AUGUST 15TH**
RESOURCES AT UIC FOR PERFORMANCE MANAGEMENT

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MANAGING WORK PERFORMANCE
HTTP://WWW.HR.UIC.EDU/MANAGING_MY_PERFORMANCE/

HTTP://WWW.HR.UIC.EDU/MANAGING_MY_PERFORMANCE/FOR_ALL_EMPLOYEES/

TRAINING
PERFORMANCE REVIEW PROCESS
SKILLSOFT
POSITIVE CORRECTIVE ACTION

No one likes to be told what to do, but we all want to be encouraged and guided towards success.

UIC Structured Process to Support and Guide Employees
- Here’s how it works
- Tools
POSITIVE CORRECTIVE ACTION STATUTORY AND PROCEDURAL UNDERPINNINGS

• University of Illinois Act 110 ILCS 305
• State University Civil Service Act 110 ILCS 70
• University of Illinois Statutes
• BOT General Rules Concerning University Organization and Procedure
POSITIVE CORRECTIVE ACTION STATUTORY AND PROCEDURAL UNDERPINNINGS, CONT’D.

- Policy and Rules for Civil Service Staff
- State University Civil Service Commission Rules 80 Ill Admin Code 250
- Union Contracts
- U.S. Constitution
EMPLOYEE RELATIONS MYTHS

• You can never discipline or terminate a civil service employee
• The union helps make decisions regarding discipline
• Employees should be disciplined during the performance review
• Substantively discipline is different between AP and CS employees
## Differences in AP and CS Disciplinary Process

<table>
<thead>
<tr>
<th>Academic Professionals</th>
<th>Civil Service Employees</th>
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<tbody>
<tr>
<td>• No formal prescribed disciplinary process</td>
<td>• Formal written process with specific disciplinary steps</td>
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<tr>
<td>• No reason for non-reappointment</td>
<td>• Steps may be skipped for more serious infractions</td>
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<tr>
<td>• Generally, no distinction made between termination for cause or budget/reorganization</td>
<td>• Formal process and rights for position elimination, demotion and promotion</td>
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<tr>
<td>• Employee has right to payment through end of the notice period</td>
<td>• Employee has right to formal hearing prior to issuance of discipline from suspension to discharge</td>
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</table>
RESOURCES AT UIC FOR CS AND AP EMPLOYEE RELATIONS

• For assistance on Civil Service employee relations please contact Labor/Employee Relations Officers

• Elise Williams at welise@uillinois.edu or 996-9036

• Lisa Caridine at lcaridin@uillinois.edu or 996-8262
RESOURCES AT UIC FOR CS AND AP EMPLOYEE RELATIONS, CONT’D.

• Steve Katz at skatz1@uillinois.edu or 355-5901
  Business Partner for the west side colleges, which include Medicine, Applied Health Sciences, Dentistry, Pharmacy, Nursing and the School of Public Health

• Marilyn LaBlaiks at lablaiks@uillinois.edu or 996-1232
  Business Partner for the east side colleges which include Liberal Arts and Sciences, Engineering, Education, Urban Planning and Public Affairs, Architecture and the Arts, Business Administration, Social Work, Library, and the Graduate College

• Dan Harper at djharper@uillinois.edu or 413-4788
  Business Partner for the other UIC administrative units, e.g., those reporting to the Vice Chancellors of Administrative Services (e.g., facilities, police, environmental health and safety), Student Affairs (e.g., dining, student centers, athletics, housing, retail services, Pavilion, dean of students, financial aid), Research, External Affairs and Development
HIGH PERFORMING EMPLOYEES

Share Your Thoughts. What Questions Do You Have?