



USAID
FROM THE AMERICAN PEOPLE



UNDERSTANDING THE NEW FOREIGN SERVICE PERFORMANCE MANAGEMENT PROCESS

WHY CHANGE?

To strengthen the USAID workforce and improve how we develop our people, select the best-qualified officers for promotion, and improve morale.

To make USAID more effective and efficient by eliminating thousands of wasted hours spent in wordsmithing personnel evaluations.

WHAT'S INVOLVED?

Separating promotions from performance management, and eliminating the current Annual Evaluation Form:

- For performance management – Satisfactory/Unsatisfactory annual ratings, and no narrative for satisfactory performers; and
- For promotion – simpler and better input from multiple sources, to give Promotion Boards exactly what they need.

Developing a culture of giving and receiving meaningful, timely feedback;

Improving the skills of supervisors and managers, and instilling a culture of accountability and responsibility; and

A new Foreign Service/Senior Foreign Service (FS/SFS) Skills Framework, and a new electronic tool called ePerformance – no more paper!

REDESIGN GOALS

Performance Management:

- Facilitate ongoing, meaningful feedback and development to build employees throughout their careers;
- Focus employees on the most-important work we have to do; and

- Ensure processes for dealing with employee performance problems are clear, fair, and effective.

Promotion:

- Increase the transparency, objectivity, and fairness of the promotion process.

Overall Design Principles:

- Simplify – reduce complexity and administrative burden, and leverage technology; and
- Reinforce accountability – build in mechanisms to track performance.

EMPLOYEE PERFORMANCE AND DEVELOPMENT

- Focus on conversations, not documentation;
- Introduce flexibility to accommodate a volatile environment and shifting priorities;
- Emphasize timely, candid feedback and coaching throughout the year; and
- Streamline the evaluation process.

NEW PROMOTION PACKAGES AND REVIEW PROCESS

- Provide information more-closely linked to decision factors;
- Allow for more input from promotion candidates, while placing fewer constraints on supervisor input;
- Inviting multiple sources to weigh in on skills, including supervisory skills; and
- Streamline the review process.

WHAT ARE THE BIG CHANGES?

1. New FS/SFS Skills Framework – see the [FS/SFS Skills Framework MyUSAID page](#) for more information on the changes;
2. Quarterly Conversations between supervisors and employees;
3. Annual Accomplishment Records to document contributions and accomplishments every performance cycle;
4. Annual Performance Evaluation form has a “Satisfactory” or “Unsatisfactory” Rating; no narrative is needed for “Satisfactory”;
5. Appraisal Committees are no longer required;
6. Only promotion-eligible employees complete promotion packages, which is a big time savings for FSOs and Boards;
7. Promotion Input Forms allow employees to write about skills, and supervisors to write narratives that provide balance and insights about readiness for promotion;
8. Multisource Ratings provide input on Core Skills from peers and subordinates, as well as supervisors; and
9. All required forms are available in ePerformance – with automated reminders, tracking, and electronic signatures.

FOR MORE INFORMATION, GO TO THE FS PERFORMANCE MANAGEMENT MYUSAID PAGE:

[HTTPS://PAGES.USAIID.GOV/HCTM/FS-PM](https://pages.usaid.gov/hctm/fs-pm)

QUESTIONS? CONTACT SERVICE CENTRAL FOR SUPPORT: HR-HELPDESK@USAID.GOV, OR
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The quality of feedback shared throughout an organization is one of the most powerful indicators of its ability to grow employees’ talent. (Kegan and Lahey, 2016)