Performance Evaluation: Celebrating and Guiding the Family Support Professional
LEARNING GUIDE FOR PROFESSIONAL DEVELOPMENT

Institute
for the **Advancement** of
Family Support Professionals

Note to Learner: The Institute for the Advancement of Family Support Professionals (IAFSP) encourages you to complete the training and activities with the support of your supervisor, a peer or a technical assistance consultant. The notes below will guide you in preparing to take the training, following up with your support person after the training and supporting transfer of learning into daily practice.

Ongoing: View the Professional Development Program and each training module as an investment in skills and knowledge to help improve home visitor effectiveness.

Before the training:
- Learner and support person review course objectives and family support professional competencies
- Learner rates knowledge of learning objectives

During the training, the learner:
- Completes activities
- Reflects on own response
- Identifies questions and concerns
- Prints Reflective Responses to share with support person
- Completes post-training evaluation

After the training:
- Learner:
  - Rates knowledge of learning objectives
  - Completes post-training activities, as required
  - Develops an action plan for applying skills and knowledge in daily practice
  - Meets with support person to:
    - Review pre- and post-training activities
    - Discuss reflections, questions, and concerns
    - Review action plan for applying skills and knowledge in daily practice
    - Assess personal learning goals, transfer of learning, and action plan over time

This 120-minute online module, *Performance Evaluation: Celebrating and Guiding the Family Support Professional*, describes the family support supervisor's role in evaluating staff performance. The participant will learn strategies to create an atmosphere where continuous feedback is welcome as well as techniques and skills in giving positive and negative feedback.

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NATIONAL FAMILY SUPPORT SUPERVISOR COMPETENCIES:

Domain 1: Home Visiting Practice
   Dimension 1: Promoting a competent workforce
         Component Family support professional competencies
   Dimension 3: Evidence-based practice
         Component a: Program and model fidelity
Domain 6: Effective Work Environment
   Dimension 16: Strength-based, reflective supervision
         Component a: Reflective practice
     Dimension 18: Staff development
         Component b: Evaluation of staff performance
         Component c: Recognizes accomplishments
         Component d: Staff recruitment and development

BEFORE THE TRAINING

Rate Your Knowledge (Scale of 0 to 5, 0 = no knowledge, 5 = significant knowledge)

Learning Objective	Before the Training	After the Training
Reframe the concept of performance evaluation from a one-time appraisal to an ongoing process.		
Understand why people don't perform.		
Use the competency task analyses to ensure that performance expectations are realistic.		
Recognize the value in both positive and negative feedback.		
Develop an increased comfort level in giving constructive feedback.		
Design a creative, low-cost employee recognition program.		

My personal learning goals for this training are:

1. _____

2. _____

3. _____

AFTER THE TRAINING

Reflections on what I learned:

Questions and concerns I identified:

Action Plan: (Each learner's plan will be unique. To get you started, some ideas are listed below.) As a result of this training, I will…

- Review my performance evaluation plan and my agency's requirements. Make adjustments as needed to assure ongoing performance evaluation rather than an annual event.
- Practice giving constructive feedback with a peer, supervisor or TA provider. If I think I need additional support, seek out help from my supervisor or human resources department.
- Engage my staff in creating a creative, low-cost recognition and reward system.

My Action Plan

ACTION	TARGET DATE	DATE COMPLETED