

Federal Performance Management Journey Map

Henry Human Resources

"I want to help my colleagues have positive work experiences, but at the end of the day, my job is to ensure that policies and procedures are followed correctly and I have to prioritize that for my own career goals."



Who is Henry?

- Henry works at a large agency where his primary role is overseeing the administration of overlapping performance management cycles for all employees and ensuring they run smoothly.
- He has spent the past 12 years working in human resources for the federal government.
- Before joining government, Henry worked in human resources at a few private organizations, but he was laid off during the last recession and joined the government.
- He enjoys solving problems and working closely with his colleagues to do so.
- He likes government work because it is highly structured, and he operates best in a system with clear directives goals and procedures

Henry wants to...

- Ensure that procedures are followed and well-documented, in accordance with his performance goals
- Support his colleagues by educating them and helping solve problems
- Serve as an honest broker for all members of his agency

Henry struggles with...

- A lack of tools to intervene in performance management actions
- A lack of visibility into daily relationships and management. He is only approached once something is wrong.
- Excessive and time-consuming administrative work to track performance management
- The need to balance between the sometimes-conflicting goals of ensuring procedures are followed correctly and supporting supervisors or employees to fix a real problem

