

Federal Performance Management Journey Map

Samantha Supervisor

“Performance management is great, but I don’t have the time, ability or senior support to do much more than box-checking.”



Who is Samantha?

- Samantha rose up the ranks of seniority in her agency by building her subject-matter expertise over the past 15 years and earning stellar performance scores.
- She has not received much management training, but over time she has developed established practices and habits for supervising employees.
- She loves working with equally-passionate colleagues but often runs into challenges when she has to manage through problem points.
- She joined government because she is passionate about putting her technical expertise to work in service to the public, even though she knows she could make more money in the private sector.
- She appreciates that her job has been stable and allows her to balance work with taking care of her three high-school age children.

Samantha wants to...

- Lead a high-performing team that meets organizational goals and accomplishes its mission to serve the public
- Continue to excel at her subject matter expert work and put her hard-earned knowledge to use
- Meet her personal performance plan goals to continue receiving positive recognition, high performance scores and pay increases
- Process performance management tasks as quickly and as efficiently as possible
- Maintain her positive reputation within the agency

Samantha struggles with...

- Supervising too many direct reports to devote significant time to any individual
- Receiving few useful training and tools for performance management
- Being overwhelmed with mission-critical priorities, with little time to devote to performance management
- Lack of clarity on how to work with HR effectively to manage performance challenges

