

## Continuous Performance Communication (CPC) What is CPC?

1. **What is Continuous Performance Communication (CPC)?**
  - a. CPC is the State's new performance review process intended to increase communications between employees and supervisors. CPC is a series of check-ins and a year-end appraisal. Check-ins occur throughout the year between the supervisor and employee to discuss areas related to performance and growth. At the end of the year, the check-ins are used to determine the employee's year-end appraisal.
2. **What are employee check-ins?**
  - a. Employee check-ins are performance-related conversations between supervisors and employees. Check-ins cover what the employee is doing well, where improvement is needed, and what support is needed from the supervisor. Supervisors and employees also have the option to discuss any goals and goal progress.
3. **How many check-ins am I supposed to have?**
  - a. We are asking supervisors to schedule a check-in with each employee four times a year, or quarterly. At a minimum, supervisors need to meet with their employees twice a year. You have the freedom and flexibility to complete as many check-ins per employee as desired. For example, if you have a newer employee and would like to meet monthly, you can schedule monthly check-ins.
4. **What form do I use to complete a three and five month review of a new employee?**
  - a. The check-in document will also be used for the three and five-month reviews.
5. **How do I complete the employee check-in?**
  - a. Click here: <https://bhr.sd.gov/files/CPCCheckin.pdf>
6. **When should I complete employee check-ins?**
  - a. If you complete four check-ins a year, they should be done quarterly. If you are doing two check-ins a year, they should be completed in the first six months and second six months of the year. Additional check-ins can be completed at any time.
7. **What is the year-end appraisal?**
  - a. The year-end appraisal is a complete review of the employee's performance from the past year. The information gathered during the check-ins should be used to complete the employee's performance ratings related to Job Knowledge & Work Results and Interpersonal Behaviors.
8. **How many times am I supposed to meet with my employees?**
  - a. We ask that you complete minimally two check-ins, ideally four, and one year-end appraisal. If you meet quarterly, you will meet with your employee five times, four for check-ins and once for the year-end appraisal. If you complete two check-ins with an employee, you will meet with them three times, two for check-ins and once for the year-end appraisal.
9. **Does the year-end appraisal meeting need to be a separate meeting from a check-in?**
  - a. Yes, please meet and complete all check-ins with your employees prior to the year-end appraisal. Use the year-end appraisal to review the year's check-ins and discuss your employee's Job Knowledge & Work Results and Interpersonal Behavior ratings.

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#### 11. Do I have to document the check-ins in Manager Space?

- a. Yes, a benefit of CPC is that it lives in Employee/Manager Space so there is no need to maintain any physical documents or require any scanning to BHR. For each check-in, complete the check-in form in Manager Space. This also allows your employee to "Acknowledge" the check-in meeting.
- b. In order to prepare for the check-ins prior to the one-on-one meeting, a CPC preparation tool can be found here.

#### 12. Where do I access CPC?

- a. Employee Space: <https://bfm.sd.gov/hr/es.aspx>
- b. Manager Space: <https://bfm.sd.gov/hr/ms.aspx>

#### 13. How do I prepare for my employee's check-in and appraisal?

- a. It is important to use both the **Check-in prep Tool** and the **CPC Appraisal Prep Tool** before completing the check-in or appraisal in Manager Space. Manager Space has a short "timeout" zone and to guarantee you do not lose your documentation, please use the Prep Tools and simply copy and paste the information over to Manager Space.
- b. Please review **How to Conduct a CPC Check-in** and **How to Conduct a CPC Appraisal** before going into Manager Space.

#### 14. Can I state a check-in, save it, and finish it later?

- a. No. Once a check-in has begun it must be submitted or canceled. If you start a check-in and the system times out, your progress will be lost.

#### 15. Can a team lead conduct check-ins with employees?

- a. A team lead can conduct a check-in in collaboration with the supervisor. Team leads can conduct the check-in meeting but supervisors must document the check-in in **Manager Space**. BHR recommends that check-in meetings are completed with the supervisor, team lead, and employee to include all perspectives.