

How Manatee County Sheriff's Office used performance software to **improve manager-employee communication**



PE

CHALLENGE ONE

Employees lacked actionable feedback to improve performance

Manatee County Sheriff's Office had **no way for managers to give employees clear guidelines to improve their performance.** Employees who received a low rating on their evaluation struggled to understand how to do better, which negatively impacted morale.

“For employees, having the tools they need to improve right in front of them – it totally changes the feeling. **It's an amazing resource to guide them through what they need to work on.**”

Julie Beckwith, HR Manager,
Manatee County Sheriff's Office

OUTCOME

Performance improvement plans provide meaningful support

Now, when an employee isn't performing to standard, their manager completes a Performance Improvement Plan with **actionable feedback on how to improve.** This transformed performance management from a checklist item into a way for employees to learn and grow.

Journal Entries for Casey Akers

Casey is on top of her projects and never misses a deadline. She balances a heavy workload, yet is still willing to help out others when needed.

Share with...

- Employee
- Manager(s)
- Direct Manager's Manager

CHALLENGE TWO

Employees and managers couldn't easily track accomplishments

No one could easily share positive feedback throughout the year. **Notes documenting feedback lived in Word documents** on managers desktops, and employees had no way to record their achievements for managers to reference during their annual evaluation.

OUTCOME

Visibility into year-round feedback reduces recency bias

Anyone at the Sheriff's Office can create private journal entries on their own performance or their peers', which can be shared at any time. This provides a **holistic view of employee accomplishments throughout the year** so managers can better evaluate their performance.