

MANAGER PERFORMANCE APPRAISAL SYSTEM

- Online assessment of 125 job skills and personal characteristics
- Facilitated policy maker's orientation session
- Periodic reporting of manager's progress
- Comprehensive evaluation of quantitative project objectives, qualitative job skills, and personal cohesion



“Oh no! The city manager’s evaluation is due again!”

It’s amazing how often well-meaning-but-overworked public officials fail at comprehensively evaluating the manager during the annual performance review. Oftentimes, the current internal system of executive assessment does not provide consistency, and therefore, is something that is delayed until the evaluation period itself with a myriad of valid excuses, such as:

- Our manager should be evaluated on a quarterly basis; however, there is always something else taking priority.
- Our staff doesn’t have anyone qualified to develop and implement a high-quality review.
- No one wants this responsibility. The manager feels this evaluation is the elected official’s role, and the elected officials think the manager should provide the framework.
- The evaluation is awkward and uncomfortable for all parties involved.

The annual appraisal of the manager’s performance is absolutely vital to everyone. It is an essential communication tool for a healthy council-manager relationship. The manager performance appraisal system (MPAS) offers a well-defined and organized process that establishes the foundation for the manager’s future success. MPAS makes the evaluation process manageable.



For more information, contact
LL Decker & Associates:

Phone: 602.957.9659

Fax: 602.956.2946

E-mail: ldecker@lldecker.com

Web site: lldecker.com

How does the manager performance appraisal system (MPAS) work?

MPAS is a four-step process developed and managed by LL Decker & Associates, which has provided 30 years of support to local government. Designed to provide an ongoing assessment, MPAS keeps the evaluation process active rather than an annual event where evaluators scramble to recall the manager's performance. The four-step process includes:

Step 1: Identify priority job skills and personal characteristics

An online assessment is administered to those people identified as the manager evaluators. The assessment assists the evaluators with determining which of the 125 job skills and personal characteristics are most valued in someone who would be considered a perfect manager for their community. The assessment results also identify the position's project-based objectives, key tasks, and individual characteristics for the ideal manager. The assessment results are used as the basis of the annual performance plan.

Step 2: Establish the performance objectives, and standards and measures

LL Decker & Associates provides a facilitated discussion between the manager evaluators and prospective or current manager. From this discussion, the shared expectations are established. The draft standards and measures are also reviewed as well as any salary negotiations as a part of MPAS performance.

Step 3: Collect performance data

Quarterly reports are issued to the manager evaluators and the manager that detail the manager's progress so there are few surprises at the end of the year after the manager evaluator's complete the MPAS online annual review. After this evaluation, the data is assembled, final numbers tallied, and a performance report card is issued to the manager.

Step 4: Assess the results and establish a new performance plan

LL Decker & Associates facilitates a second discussion with the manager evaluators and the manager to review the performance report card, make adjustments for the upcoming year, and create a new performance plan. In most cases, the old project-based objectives are revised and new projects are added.

Why Use MPAS?

LL Decker & Associates has collected performance plans, measures and standards from cities and towns across the country and this information is used to prepare your draft measures.

Our facilitators include experienced, retired city managers with extensive professional experience who understand the sensitivities of the process.

Our easy-to-use automated online assessment and evaluation forms reduce the need for excessive paperwork.

What others say...

"The initial assessment of what we (the Council) want from a city manager was great. Since taking office many years ago I'd not given any real, structured thought to the matter. The system (MPAS) forced me to do so, and I benefited from the experience."

—Retired Councilmember

Gilbert, Arizona



For more information, contact
LL Decker & Associates:

Phone: 602.957.9659

Fax: 602.956.2946

E-mail: ldecker@ldecker.com

Web site: ldecker.com