



Performance and Development Review (PDR) FOR RED-SKYE

*“A professional, corporate-orientated administration system which
can be effectively used to monitor progress of an entire
administration team”*

Acerius – professional online community solutions

Steam: /id/acerius
Cloud 16: /members/acerius.3876/

<http://steamcommunity.com/groups/MMGH>
jkaley.prsnl@gmail.com

Contents

Your PDR _____	1
What you should expect _____	2
Overview of the PDR process _____	3
How your performance is measured _____	4
The five values – in conjunction with PDR _____	5
Who does what _____	6
In preparation for a PDR review _____	8
Within a PDR review (the discussions) _____	9

Your PDR

What is PDR?

The Performance and Development Review (PDR) is the process we all use to set and review our personal objectives and development plan to make sure we are focused on delivering our priorities.

We all benefit from knowing what's expected of us. Having clear, ambitious objectives and honest conversations about our performance with our leading figures is at the heart of the PDR process.

What's in it... *for you*

- A clear understanding of what's expected of you and how this supports our priorities
- Regular conversations with your leading figure about how you're getting on
- Helpful and regular feedback from others – especially your leading figure
- Opportunities for you to talk about your development and ambitions
- Recognition for the work you've delivered

What's in it... *for your leading figure*

- Clear objectives, with measurements, to deliver performance and continuous improvement
- Knowing what progress is being made and where there are any issues
- Keeping the team focused throughout the year and updated with changes
- Knowing the team – and supporting their development and ambitions
- Help in managing poor performance

What's in it... *for Red-Skye*

- Staff members with clear objectives which all add up to deliver effective community performance
- Engaged staff members who know what's expected and have the right development to help them deliver and progress
- A consistent and relevant way of rating staff members' performance

What you should expect

- Monthly launch of community priorities and other important objectives
- Ambitious, clear objective-setting that makes it really clear what's expected of you
- Formal, professional reviews spaced out equally throughout the year
- Lots of regular conversations about how you are progressing
- Helpful and regular feedback – and you should give the same to others
- Opportunities for you to discuss your development and ambitions
- To be treated fairly and respectfully
- To play your role in the process – by preparing for conversations with your leading figure and being honest about performance, issues, concerns and your development
- Leading figures working together to make sure we're consistent when setting objectives and reviewing performance (done through leading figures' PDR peer reviews)

Overview of the PDR process

Preparation for PDR:

Staff team objectives



Red-Skye priorities

PDR process:

Step 1

Leading figure will discuss with you the staff team's objectives and priorities and share any job-specific objectives

Leading figures peer-review objectives

Step 2

Set your performance objectives and agree your development plan, arranging any training you need

Peer-review performance ratings

Throughout the year

Regular conversations about how you're getting on and checking your objectives are still relevant

Step 3

Leading figure discusses your monthly interval performance rating and progress on your development plan

Peer-review performance ratings

Step 4

Leading figure discusses your year-end performance rating and progress on your development plan

How your performance is measured

THE WHAT

Progress against expectations and performance objectives



THE HOW

How you have delivered (your behaviours)



Your performance rating

Your performance is not just rated on what you've delivered against your objectives, it includes what's expected of you as a Red-Skye staff member, the requirements of your role and how you go about it.

Your performance is rated using a four point scale.

Below Expectations (BE)

What this looks like:

- You are not doing what's expected of you

AND/OR

- You have made little or no progress against your objectives

AND/OR

- You've delivered it in a way that does not reflect our values or has negatively impacted on others

Approaching Expectations (AE)

What this looks like:

- You are mostly (not always) doing what's expected of you

AND/OR

- You've made progress on your objectives, but not all have been met or you've not done so efficiently

AND/OR

- You've mostly (but not always) delivered it in a way that reflects our values and has positively impacted on others

Meeting Expectations (ME)

What this looks like:

- You are delivering everything that is expected of you

AND

- You've met all of your objectives and completed them to the asked standard

AND

- You've delivered it in a way that consistently reflects our values and has positively impacted on others

Exceeding Expectations (EE)

What this looks like:

- You are exceeding what is expected of you in all areas

AND

- You've met all of your objectives and done much more in a further-than standard

AND

- You've delivered it in a way that consistently reflects our values, has positively impacted and sets an example

The five values – in conjunction with PDR

COMMITTED

Totally involved and connected with what you are doing as well as the team.

Willing to do that bit more because you want to do the best you possibly can for your fellow players – internal or external.

SUPPORTIVE

Helping others feel confident about sharing their opinions and ideas.

Listening to other people's views and considering the impact on others of what you do.

Being there for fellow staff members when they need help.

How you go about your objectives is as important as achieving them. We use our values to describe how we go about our jobs.

PURPOSEFUL

Making sure that everything you do leads to better interaction w/ players and has a good effect on the community.

Making decisions based on good reasoning and judgment.

CHALLENGING

Looking at other ways of working and helpfully questioning others to see if things can be improved or done differently.

Demonstrating this in a positive and supportive way.

RELIABLE

Saying what you'll do and then doing it.

Being trustworthy and consistently delivering for the community and our players. Taking on new challenges with energy and enthusiasm.

Who does what

You:

- Draft outline objectives based on your role and team's priorities for the month. In some teams your leading figure will provide job-specific objectives
- Make sure you clearly understand what is expected of you – in terms of what you need to do and how to go about it
- Regularly discuss your progress with your leading figure – don't leave it all to the formal reviews. You should reflect on your objectives and our values in assessing your own performance
- Prepare for reviews – gather evidence and feedback from others on how you're doing
- Think about and be honest in sharing your development needs and ambitions with your leading figure. It may be helpful to use a development plan to help you pull this together
- Make sure your PDR information is up-to-date

Your leading figure:

- Discusses with you the staff team's objectives and priorities – helping you to make sure your own performance objectives support these
- Regularly discusses your progress with you and prepares for reviews
- Regularly reviews your performance objectives in line with priorities, and agrees with you any changes needed
- Provides you with any job-specific objectives
- Carries out reviews in a fair, consistent and respectful way – in line with our values
- Rates your performance formally every month

- Makes sure your team's PDR information is up-to-date and complete on the forums
- Provides helpful feedback throughout the month to help you keep on track and check you understand what's expected of you

The community leaders:

- At the start of the month, agree the community priorities and administration team objectives.
- Communicate these priorities and objectives with everyone else in meetings.
- Where we have lots of people in similar roles, their job-specific objectives will be reviewed and agreed ahead of each PDR month.

In preparation for a PDR review

You:

- Draft performance objectives based on your role and team's priorities for the month. Remember you'll most likely use these in your reviews so make sure they are relevant, realistic and timely. In some staff teams your leading figure will provide job specific objectives
- Draft your development plan – considering your current job and any ambitions you have

Your leading figure:

- Arranges time to set performance objectives with you
- Prepares for the meeting, taking into account community priorities, staff team objectives, any job-specific objectives, your personal development and so on
- Make sure your PDR information is up-to-date so that you are clear of what is expected

You and your leading figure meet to discuss:

- What's expected of you in your role and your draft performance objectives
- How you do your job and any development required
- Your development plan – to agree it for the month ahead
- Your ambitions – what you want to do in the future

Within a PDR review (the discussions)

Before meeting your leading figure, honestly assess your own performance and gather feedback from others so that you are prepared. You'll meet your leading figure to...

Discuss what you've been doing:

Review your progress against what's expected of you in your role and your performance objectives in a more formal way, making any changes needed. Get feedback and coaching on your performance to date, with any guidance for the rest of the month

Discuss how you've been doing:

How have you gone about delivering your role and are there any areas you need or want to develop in?

Discuss progress against your development plan

This will include what support you may need for moving forward and how to move your objectives forward. Discuss what you may include in your objectives for next month. Discuss your ambitions – what you want to do in the future.

**FOLLOWING THIS MEETING, YOUR LEADING
FIGURE YOUR CONFIRM YOUR INTERVAL-END
PDR RATING. YOUR RATING WILL BE A
COMBINATION OF WHAT YOU HAVE DONE AS
WELL AS HOW YOU HAVE DONE IT.**