



OFFICE OF THE UNDER SECRETARY OF DEFENSE
4000 DEFENSE PENTAGON
WASHINGTON, D.C. 20301-4000

PERSONNEL AND
READINESS

SEP 15 2010

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Performance Management Training Refresh Initiative – New
Performance Management Training Modules Launched

I am pleased to announce the launch of the updated Senior Executive Service (SES)/Senior Professional (SP) Performance Management training. The training, which consists of six modules, is located on the Toolkit page under the Performance Management section of the Department of Defense (DoD) Senior Executives and Senior Professionals Web site: (<http://www.cpms.osd.mil/sespm/toolkit.aspx>).

The Department worked with the U.S. Office of Personnel Management's Leadership and Talent Management Services to produce this new training program. The training revisions were informed by SES and SP subject matter experts, who uniformly agreed that additional training was needed on developing performance plans that made meaningful distinctions and met regulatory requirements. Major revisions include:

- **Interactive Training:** The previous resources have been converted into an interactive web-based training. It is easier to use, tracks progress and has great visual appeal. In addition, users will have the ability to exit the training and resume at a later time in their previous location.
- **Performance Management Resources:** The training contains a Resources section with links to relevant information, and a training companion manual and references for printing.
- **Content Improvement:** The training has been updated to reflect performance management requirements needed to satisfy the program for certification. The training also moves beyond the broad SMART-Q framework and provides concrete guidance on how to apply the "theory" in developing realistic performance plans that comply with governing regulations.

Details for registering in the GoLearn Learning Management System are attached. A registration password is required to create an account. The Component Executive Management Offices will provide users with the password.

I strongly encourage you to take the updated Performance Management training modules so that, as a Department, we can better align performance objectives and plans to the Department's critical mission.

If you have any questions regarding the updated Performance Management training, please contact Ms. Erin Moore at (703) 696-1720 or erin.moore@cpms.osd.mil.



Kathleen A. Ott
Acting Deputy Under Secretary
Civilian Personnel Policy

Attachment:
As stated

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Department of Defense

Senior Executives and Senior Professionals



Performance Management Training Reference Guide

August 2010

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Introduction

This document provides a summary of the DoD Senior Leader Performance Management Resource site available at: <https://dodexecutivepmtraining.golearnportal.org>. This document covers executive access to the site, summary of screens and functions available, and the real-time dashboard used for reporting. Users can also access the training modules through the DoD Senior Executive Service and Senior Professional web site at:

<http://www.cpms.osd.mil/sespm/toolkit.aspx>.

Executive Access

The site is accessed from the following secure URL which employs secure socket layer (SSL) 128-bit encryption for personal information that is entered during registration and sent over the web: <https://dodexecutivepmtraining.golearnportal.org>.

**Department of Defense:
Senior Executives and Senior Professionals**

Senior Executive Service

Login

Welcome to the DoD Senior Leader Performance Management Resource. If this is your first time accessing this course please [Create New Account](#). If you have already created an account please log in below.

Email:

Password:

- [I forgot my password and security answer. How do I log back in?](#)
- [I started the course and was several screens in when the Next button stopped working on a question. How do I proceed?](#)

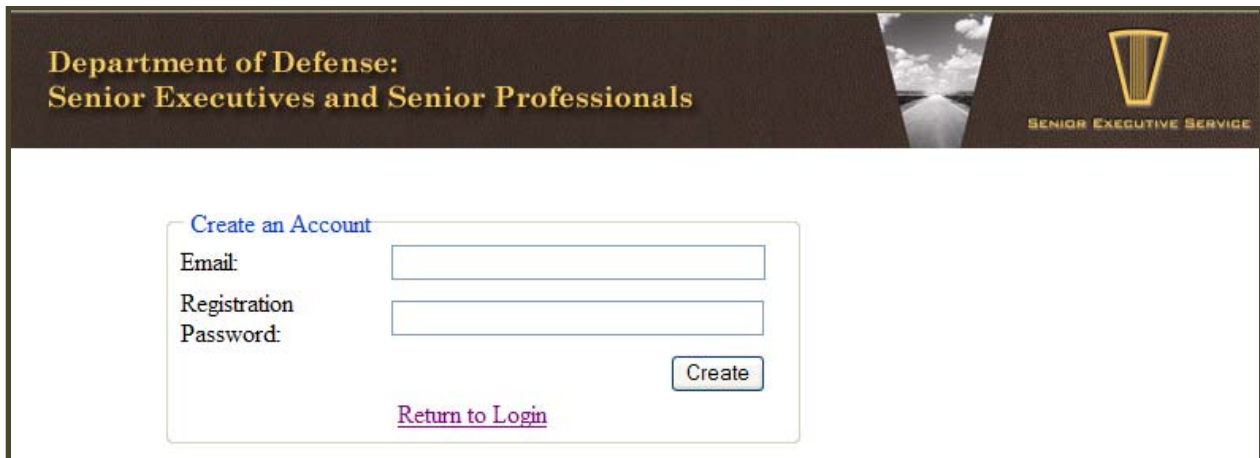
Forgot your password? Click [here](#).

If you have any problems please call the Help Desk at (202) 558-2203 or toll free at (888) 804-4510 (8:30 AM EST to 6 PM EST, Monday - Friday)

Report an issue at the [Help Desk](#)

This screen has two frequently asked questions, as well as links to recover a lost password, enter a Help Desk request and to create a new account. To register for the first time, a Senior Executive Service or Senior Professional member selects the link **“Create New Account”** to establish an account. The member will enter their email address and the first-time access

password. Anyone with the registration password can begin the self-registration process to create an account. Please contact your Component Executive Management Office for the registration password. The screenshot below shows the first-time registration page.



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Senior Executives and Senior Professionals

SENIOR EXECUTIVE SERVICE

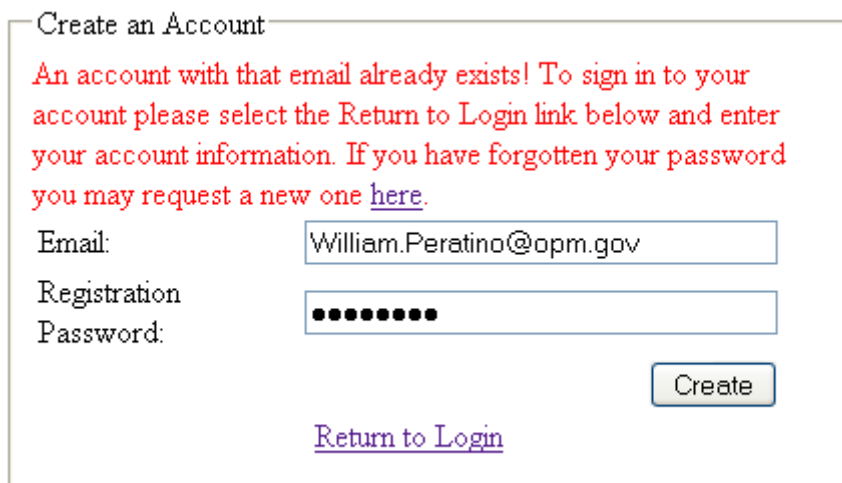
Create an Account

Email:

Registration Password:

[Return to Login](#)

If a user who already has an account attempts to create a new one using the same email address, the warning shown below is displayed to alert the user that they have already registered with that email address. The user is then provided with a link to recover a lost password, or a link to return to the login page.



Create an Account

An account with that email already exists! To sign in to your account please select the Return to Login link below and enter your account information. If you have forgotten your password you may request a new one [here](#).

Email:

Registration Password:

[Return to Login](#)

The screen below shows the first-time registration fields and options.

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Senior Executives and Senior Professionals**

First Time Registration

Since this is the first time that you have registered for this course, please enter a new unique password that will be used by you for all future access. Be sure that your password contains the following:

- Upper case letter
- Lower case letter
- A number
- A symbol
- Is at least eight (8) characters long

Then select a security question and enter an answer that you will easily remember. This will be used to support the password recovery feature in the event you forget your password. Answers to password recovery questions are NOT case sensitive.

Please add your information in the fields below. Then select Submit to begin the course.

First Name:

Middle Initial:

Last Name:

Member of:

Department:

Enter a secure password:

Reenter your password:

Security Question:

Now enter the answer to the security question you selected:

Note that if the 4th Estate is selected as the Department, shown on the right, an additional field to select the organization within the 4th Estate is presented

Department:

4th Estate Organization:

Enter a secure password:

Reenter your password:

Security Question:

Now enter the answer to the security question you selected:

DCAA
 DFAS
 DISA
 DLA
 DTRA
 MDA
 OSD
 USCAAF

Course Navigation

The course consists of six modules as shown below:



**Department of Defense:
Senior Executives and Senior Professionals**

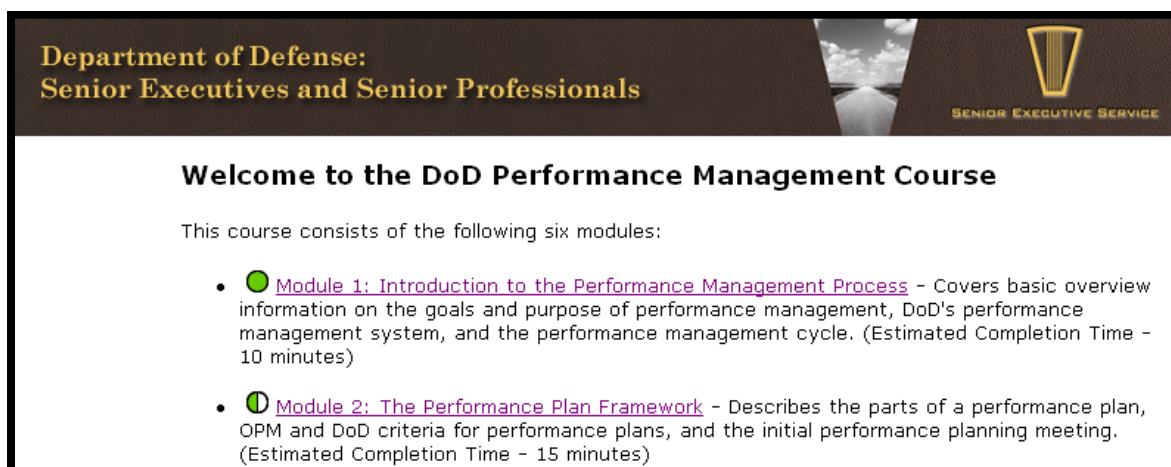
Senior Executive Service

Welcome to the DoD Performance Management Course

This course consists of the following six modules:

- [Module 1: Introduction to the Performance Management Process](#) - Covers basic overview information on the goals and purpose of performance management, DoD's performance management system, and the performance management cycle. (Estimated Completion Time - 10 minutes)
- [Module 2: The Performance Plan Framework](#) - Describes the parts of a performance plan, OPM and DoD criteria for performance plans, and the initial performance planning meeting. (Estimated Completion Time - 15 minutes)
- [Module 3: Writing Performance Standards](#) - Walks participants through the process of writing Performance Standards that are fully compliant with regulations, accurate, and results-oriented. (Estimated Completion Time - 25 minutes)
- [Module 4: Monitoring Performance and Providing On-Going Feedback](#) - Covers monitoring performance and providing effective feedback to improve performance, with specific tips for supervisors and employees. (Estimated Completion Time - 15 minutes)
- [Module 5: Performance Appraisal and Rating](#) - Describes DoD's performance rating process and rating pitfalls to avoid. (Estimated Completion Time - 10 minutes)
- [Module 6: Rewarding Performance](#) - Presents the rationale for rewarding performance, an overview of DoD's SES Pay Pool System, and the conversion of a performance score into a payout. (Estimated Completion Time - 15 minutes)

Initially the circles to the left of the modules are all empty, but as a user completes the modules, the circles are filled as shown below:



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Senior Executives and Senior Professionals**

Senior Executive Service

Welcome to the DoD Performance Management Course

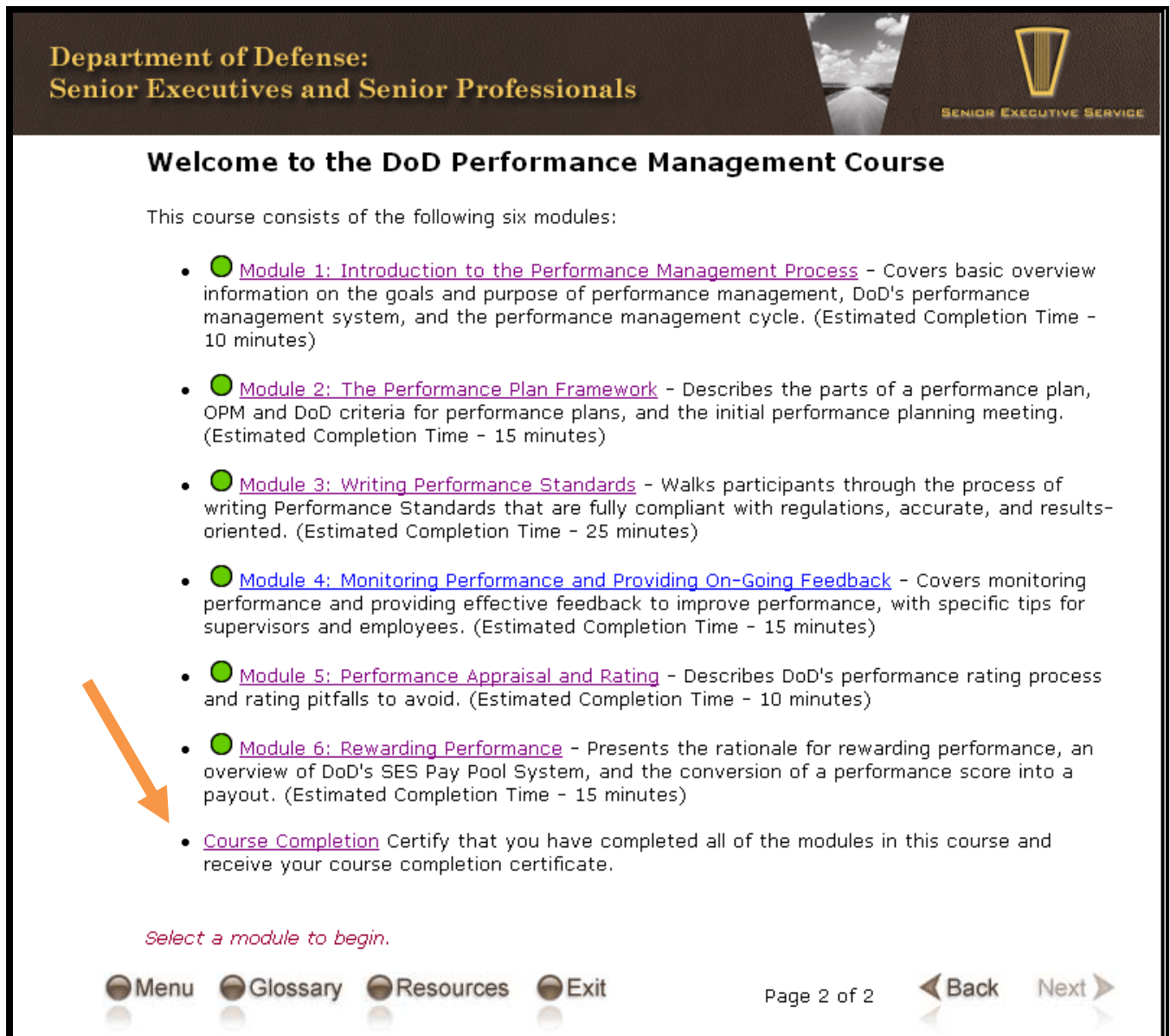
This course consists of the following six modules:

- [Module 1: Introduction to the Performance Management Process](#) - Covers basic overview information on the goals and purpose of performance management, DoD's performance management system, and the performance management cycle. (Estimated Completion Time - 10 minutes)
- [Module 2: The Performance Plan Framework](#) - Describes the parts of a performance plan, OPM and DoD criteria for performance plans, and the initial performance planning meeting. (Estimated Completion Time - 15 minutes)

Selecting a link on a half-filled circle will link to the last page in the module that had been previously accessed. Once a module is marked complete, the site stops bookmarking and returns the user to the first page of the module.

Course Completion

Once all the modules are complete the user can certify completion on the final link as shown below:



**Department of Defense:
Senior Executives and Senior Professionals**

Welcome to the DoD Performance Management Course

This course consists of the following six modules:

- [Module 1: Introduction to the Performance Management Process](#) - Covers basic overview information on the goals and purpose of performance management, DoD's performance management system, and the performance management cycle. (Estimated Completion Time - 10 minutes)
- [Module 2: The Performance Plan Framework](#) - Describes the parts of a performance plan, OPM and DoD criteria for performance plans, and the initial performance planning meeting. (Estimated Completion Time - 15 minutes)
- [Module 3: Writing Performance Standards](#) - Walks participants through the process of writing Performance Standards that are fully compliant with regulations, accurate, and results-oriented. (Estimated Completion Time - 25 minutes)
- [Module 4: Monitoring Performance and Providing On-Going Feedback](#) - Covers monitoring performance and providing effective feedback to improve performance, with specific tips for supervisors and employees. (Estimated Completion Time - 15 minutes)
- [Module 5: Performance Appraisal and Rating](#) - Describes DoD's performance rating process and rating pitfalls to avoid. (Estimated Completion Time - 10 minutes)
- [Module 6: Rewarding Performance](#) - Presents the rationale for rewarding performance, an overview of DoD's SES Pay Pool System, and the conversion of a performance score into a payout. (Estimated Completion Time - 15 minutes)
- [Course Completion](#) Certify that you have completed all of the modules in this course and receive your course completion certificate.

Select a module to begin.

Menu Glossary Resources Exit Page 2 of 2 Back Next

There are also options to access the Menu, Glossary, Resources, and Exit the course from all the screens.

Below is the screen used to certify that the course was completed in its entirety:

**Department of Defense:
Senior Executives and Senior Professionals**

Congratulations!

You have completed the Department of Defense: Senior Executives and Senior Professionals, Performance Management On-Line Training course.

To confirm that you are the one who completed the course, and to print your certificate, Select the button below.

By selecting the button below, I certify that I completed the *Department of Defense: Senior Executives and Senior Professionals Performance Management On-Line Training* in its entirety.

CONGRATULATIONS!

Menu Glossary Resources Exit

Page 1 of 1 < Back Next >

Once a user certifies completion, they are presented with their certificate as shown on the right. The certificate page includes options to print, download, and close the window.

The download option produces a PDF file that can be downloaded and saved on the user's computer.

Print this certificate Download this certificate Close this window

Certificate of Completion

For the:
*Department of Defense
Senior Executives and Senior Professionals
Performance Management On-Line Training
course*

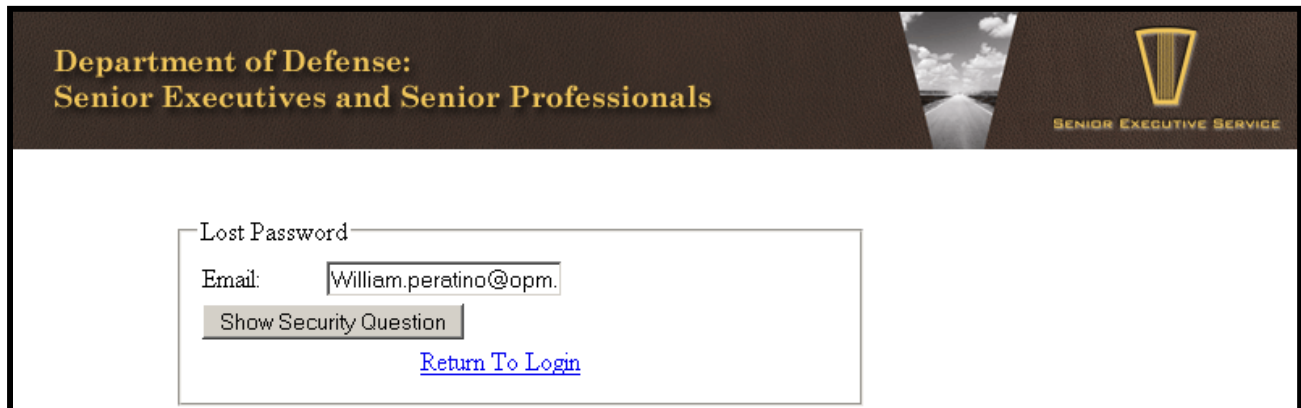
Presented to:
William Peratino

Completed: August 6, 2010

DEPARTMENT OF DEFENSE
UNITED STATES OF AMERICA

Lost Password

If a user has forgotten their password, they can have the system email it to them. However, in order to recover a password, the user must be able to provide the answer to their security question. To do so, the user can click the **“Forgot your password?”** link on the first login screen. This link will bring the user to the screen below:



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Senior Executives and Senior Professionals

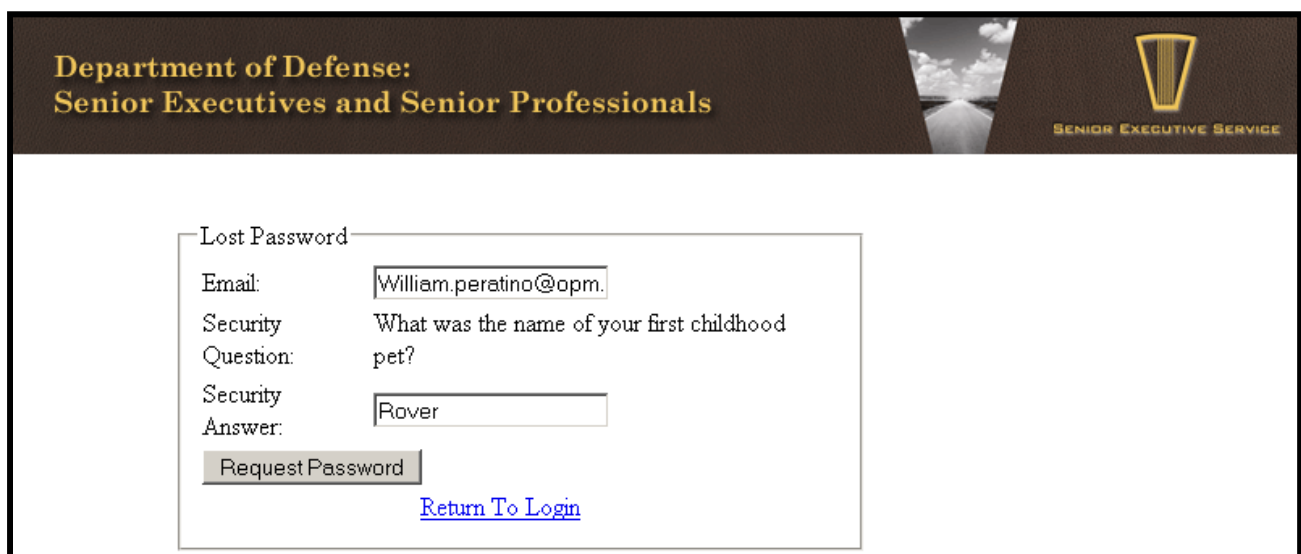
Senior Executive Service

Lost Password

Email:

[Return To Login](#)

The user will be prompted to enter their email address. Once the user has entered a previously registered email, they will be directed to the screen below where they will be asked to answer their security question.



Department of Defense:
Senior Executives and Senior Professionals

Senior Executive Service

Lost Password

Email:

Security Question: What was the name of your first childhood pet?

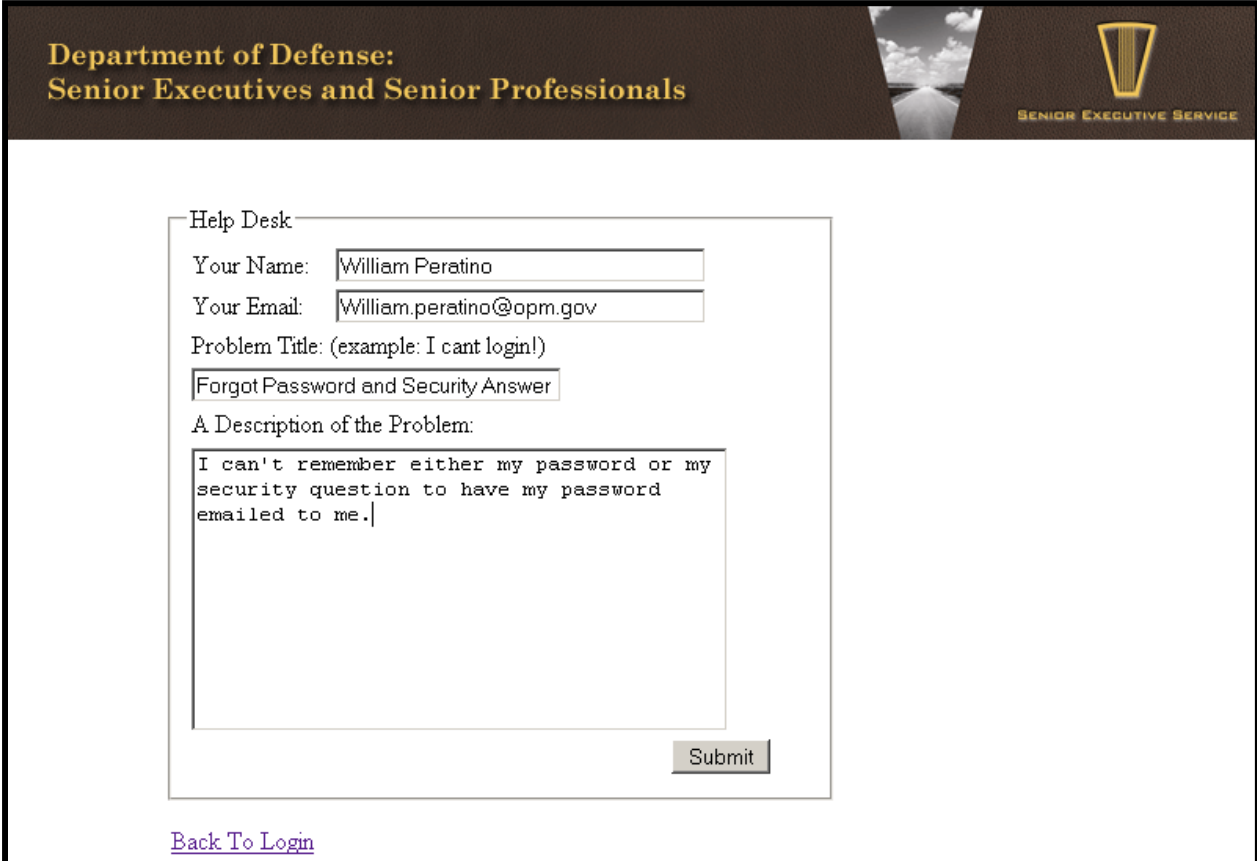
Security Answer:

[Return To Login](#)

Once the user has answered the security question, they will be emailed their password.

Help Desk

If a user has a problem, such as they have forgotten both their password and answer to their security question, they can use the help desk. To do so, the user can click on link [“Report an Issue”](#) at the Help Desk on the login screen. They will be directed to the screen below.



The screenshot shows a web page header for the Department of Defense Senior Executives and Senior Professionals. The header includes the text "Department of Defense: Senior Executives and Senior Professionals" and the "SENIOR EXECUTIVE SERVICE" logo. Below the header is a "Help Desk" form with the following fields:

- Your Name:
- Your Email:
- Problem Title: (example: I cant login!)
- A Description of the Problem:
-

At the bottom left of the form area, there is a link: [Back To Login](#)

The user will fill out their name, email address, Problem Title and provide a description of the problem. The user should then click submit and the problem will be stored as a help desk ticket and a message sent to the help desk personnel that there is an active ticket.