



U.S. COAST GUARD



Homeland Security

Flag Voice 281

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MAX^{HR} PERFORMANCE MANAGEMENT TRAINING

ALCOAST 643/05 announced the Department of Homeland Security's MAX^{HR} Performance Management Training Workshop for Coast Guard managers and supervisors. As described in the ALCOAST, this workshop is not designed to provide detailed MAX^{HR} program information, but rather, to reinforce the supervisory tools and skills managers and supervisors will need to successfully carry out their new MAX^{HR} performance management system responsibilities. This is our first MAX^{HR} implementation step in the conversion of our civilian managers and supervisors to the new performance evaluation system in April of this year. This training is mandatory for both civilian managers and supervisors who will be evaluated under the new system and the supervisors of those individuals.

We have received quite a bit of feedback that the training received did not align with the expectations of those attending. The purpose of this Flag Voice is to better align those expectations. Again, please understand that this training does not cover the details of the comprehensive MAX^{HR} system for all civilian employees currently under development. It is only focused on providing the training necessary to implement the performance evaluation system for supervisors and managers. The training may appear to be rather basic to many senior managers because it covers goal setting and cascading goals from the Department-level down to the work unit and individual. Please remember that this training is being given Department-wide, so what may seem basic to some is not so basic to others. It's always good to review fundamental supervisory responsibilities and the challenging process of cascading and prioritizing goals to achieve a high performance organization. The training workshop also provides an introduction to the new evaluation form and the automated tools that managers and supervisors will need to use as part of the system.

MAX^{HR} program information and time-tables for implementation continue to evolve. DHS is now publishing new and updated information quite frequently on the DHS MAX^{HR} webpage. I strongly recommend visiting this and the Coast Guard Central MAX^{HR} webpage for the latest information. The following links are provided as manager and supervisor MAX^{HR} Performance Management resources:

<https://dhsonline.dhs.gov/portal/jhtml/community.jhtml> (DHS Website's opening page, then open the 'MAX HR' webpage)

<https://dhsonline.dhs.gov/portal/jhtml/dc/sf.jhtml?doid=20853> (Supervisor's Performance Management Call-in Help Desk)

<https://dhsonline.dhs.gov/portal/jhtml/dc/sf.jhtml?doid=22556> (Supervisor's Performance Management Desk Guide)

<https://dhsonline.dhs.gov/portal/jhtml/dc/sf.jhtml?doid=22557> (Supervisor's Performance Management e-Performance Guide)

<http://cgcentral.uscg.mil/> (At the MY CG page, open 'Strategic Initiatives', then 'MAX^{HR}')

Regards,

RADM Kenneth T. Venuto

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