



Byron P. Decoteau, Jr., Director

Post Office Box 94111
Baton Rouge, LA 70804-9111
225.342.8274
scsinfo@la.gov
civilservice.la.gov

GENERAL CIRCULAR NUMBER 2024-048

DATE: October 3, 2024

TO: Heads of State Agencies and Human Resources Directors

SUBJECT: Continuous Performance Management (CPM) Training Updates

In preparation for the implementation of Continuous Performance Management (CPM), Louisiana State Civil Service (SCS) is excited to share updates regarding CPM training.

[CPM Training Center](#)

In order to have one site for training information and updates, SCS created the [CPM Training Center](#). The Training Center is your one-stop shop for all things CPM-training. Here you'll find information on what training is available for CPM and where to find it. You will also find Training requirements based on your role in the CPM Process. Check back often as updates, quick guides and references, and other helpful content will be added regularly.

[Mandatory Training](#)

In order to ensure that all classified employees have an understanding of the role of performance management in organizations, SCS will require that all classified employees complete **CPM Basics WBT**.

CPM Basics WBT. This web-based course helps learners understand the purpose of performance management. Why do organizations conduct performance planning and evaluation? What should employees expect? And how can they benefit from performance management? This course will, also, discuss the changes made to Chapter 10 in the SCS Rules, including five rating levels and a new calendar-based rating year. **This course will be available in LaGov Learning on November 29, 2024.**

While CPM Basics WBT is the only course SCS requires, SCS encourages agencies to determine whether additional role-based CPM training shall be mandatory for agency personnel.

[Agency Administrator and Human Resource Representative Roles \(LaGov-HCM agencies with access to SAP-Success Factors\)](#)

These roles oversee the system for their agency, ensuring that planning and evaluation forms are created and moved through the system in accordance with SCS rules and agency policies. Agencies may have several administrators (we recommend one per Personnel Area), but only one HR Representative (though the HR Rep can also be an Agency Administrator). Agency Administrators and HR Representatives will have access to a 3-part Agency Administrator training. The three parts are:

1. ***CPM Agency Administrator Planning and Evaluation DEMO WBT***. This 40-minute course demonstrates the basic processes Agency Administrators and HR Representatives will follow to launch planning and evaluation forms. **This course is now available in LaGov Learning.**

Please note: You will not be able to enroll yourself for this course. If your agency has submitted an Agency CPM Admin Training Sign Up Form, all names submitted have already been assigned this course. If your agency has not submitted an [Agency CPM Administrator Training Sign Up Sheet](#), please complete the form and submit to Dana LeBherz at dana.lebherz@la.gov. Once received, we will assign this course to all names submitted.

2. ***CPM Agency Admin Training for Planning***. This is a 3-hour, virtual training for Agency Administrators and HR Representatives that prepares them to manage CPM processes including:
 - a. Launching planning forms for new hires,
 - b. Understanding SCS Chapter 10 rules as they apply to planning
 - c. CPM Report Functions as they apply to planning

These courses **will be taught in November and December of 2024**. The Learning, Performance, and Culture division of SCS will be reaching out to those agencies who have submitted a training sign-up sheet. If your agency has not completed a CPM Agency Administrator training sign-up sheet, please complete the form found here and submit to Dr. Dana LeBherz at dana.lebherz@la.gov.

3. ***CPM Agency Admin Training for Evaluation***. This is a 3-hour, virtual training for Agency Administrators and HR Representatives that prepares them to manage CPM processes including:
 - a. Understanding SCS Chapter 10 rules as they apply to evaluations
 - b. CPM Report Functions as they apply to evaluations
 - c. Agency Review Processes
 - d. Not Evaluated/Rating Replacement

This course will be offered in the fall of 2025.

SCS will continue to update training offerings surrounding CPM, performance management, and performance development as we gain competence in CPM. There are many features of the system we are excited to make you aware of that can enhance employee development and help build trust and authenticity between supervisors and employees. Please direct any questions regarding CPM training to Dr. Dana LeBherz at dana.lebherz@la.gov.

Sincerely,

s/Byron P. Decoteau, Jr.
SCS Director