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TO: Heads of State Agencies and Human Resources Directors

SUBJECT: Continuous Performance Management (CPM) Training Course Updates

State Civil Service is excited to announce the upcoming release of four additional Continuous Performance Management (CPM) courses to prepare agencies and supervisors for the Evaluation phase of the 2025 performance year.

The following web-based courses will be available in LaGov Learning on Monday, October 1, 2025:

SCS CPTP CPM Evaluation Process in SuccessFactors – WBT

This course provides an overview of the Performance Management Evaluation Process in SuccessFactors. It begins with key information about performance management and evaluation relevant to all roles, then offers role-specific guidance for Employees, Evaluating Supervisors, and Second-Level Evaluators. Each section outlines the responsibilities for that role and demonstrates how to complete the evaluation process in SuccessFactors.

Upon completion of this course, learners will be able to:

- Explain the purpose of the evaluation process and how it supports effective performance management.
- Identify role-specific responsibilities in SuccessFactors.
- Complete the CPM evaluation process for their assigned role(s).

Please note: This course is mandatory for all classified supervisors. Supervisors must take this course no later than 12/31/25 and within 90 days of hire for any supervisor hired from the date of this general circular forward.

SCS CPTP CPM Evaluation Process – Paper Forms WBT

This course provides an overview of the Performance Management Evaluation Process for agencies that use paper forms instead of SuccessFactors. It begins with key information about performance management and evaluation relevant to all roles, then offers role-specific guidance

for Employees, Evaluating Supervisors, and Second-Level Evaluators. Each section outlines the responsibilities for that role and demonstrates how to complete the CPM evaluation process using paper forms.

Upon completion of this course, learners will be able to:

- Explain the purpose of the evaluation process and how it supports effective performance management.
- Identify role-specific responsibilities in the CPM evaluation process.
- Complete the CPM evaluation process using the required paper forms.

SCS CPTP CPM Evaluation Process – Paper Forms WBT will also be available for download on our website.

Instructor-Led Training

SCS CPM Agency Administrator Training – ILT

This course is designed to prepare agency HR staff to administer the Continuous Performance Management (CPM) system for their agency by fulfilling the role of Agency Administrator in the CPM system. Upon completion of this course, learners will be able to:

- Recognize the steps of the route map used for planning and evaluation forms, and what happens at each step.
- Select, run, and interpret several CPM reports that assist in managing the CPM Planning and Evaluation processes.
- Define and develop agency-specific best practices and procedures to accomplish CPM Planning and Evaluation processes.
- Handle exceptions to standard CPM processes.

Emphasis will be placed on Evaluation processes for this set of courses, as 2026 will be the first Evaluation phase the state experiences. The CPM processes for Evaluation, however, are similar to the Planning Process. Moving forward, this course will be offered quarterly and will be focused on both the Planning and Evaluation processes.

This is a 3-hour training that will be hosted in person at the State Civil Service Recruiting and Outreach Center (ROC) located at 5825 Florida Boulevard, Baton Rouge.

We have 17 course dates scheduled for this course between October 1 and November 6, with space for up to 15 people per course. As this course is reserved for Agency Administrators, registration through LaGov Learning is not available. We ask that you complete the form located [here](#) to select your two most preferred course dates and times. Please complete your form no later than September 19. We will make every effort to accommodate your selections and will confirm your attendance via email. Should neither of your first two choices be available, we will contact you to schedule you into one of the other available dates.

SCS CPTP Performance Planning and Evaluation – ILT

Setting clear expectations and providing fair evaluations are two of the most powerful ways supervisors support employee success. In this workshop, participants will learn to write clear, actionable performance and behavior goals, develop accurate metrics, and evaluate progress objectively. Upon completion of this course, learners will be able to:

- Write SMART goals and metrics that align with individual, team, and agency priorities.
- Evaluate employee performance objectively based on documented evidence and established goals.

Registration for this course will be open in LaGov Learning starting September 19. Prior to this date, registration will be available only for Agency Administrators. Agency Administrators who wish to take this course can use the same form referenced above and [here](#) to choose their preferred dates. Please note, you only need to complete this form once.

If you have any questions regarding the CPM courses, please contact Dr. Dana LeBherz at dana.lebherz@civilservice.la.gov.

Sincerely,

s/Byron P. Decoteau
State Civil Service Director