Career Development Symposium

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The Evolution of Banking
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MyNavy Career Center

CONOPS

Sailor completes the request for service on MyNavy Portal
Command endorses the request in MyNavy Portal
The request is received and serviced at the Contact Center
If necessary, the request is elevated to the next tier

The Sailor receives a timely and accurate response

Tier 0
MNP

Tier 1
MNCC Contact Centers

Tier 2
Transaction Support Centers

Command Pay and Personnel Administrators

Process Redesigned Around You
MyNavy Career Center

Services

• General Inquiries
• ePAR/1306
  ▪ PRD Change, Mil Spouse CoLo, HYT Waiver, Extension of Enlistments, OTEIP
• Electronic Service Record Inquiries and Submissions
• Reserve Retirement Queries
• Selection Board Correspondence
• Pay / Travel Claim Inquiries / CPPA Support
• NFAAS Muster Support
110,000 - Service Requests (SR)
80% - First Contact Resolution
91% - SRs Closed in 3 days or less
90% - Customer Satisfaction Rating
Performance Evaluation Transformation

**Intent**

- Incorporate modern behavioral science, human performance engineering, new IT and fresh thinking
- Emphasis on **assessment** and **development**
- Meaningful and more frequent **feedback** and perspective leading to improved development
- Focus on **coaching**
- Evaluated to paygrade specific **objective standard** – not one’s peers
- **Merit** over Seniority/Tenure

Requires **culture change and discipline**
• Academic and Industry Research
• Fleet Focus Groups
• Human Centered Design Sessions
• Initial Design Concept
• Three Test Phases
Performance Evaluation Transformation

Key Attributes

- Newly developed trait/value statements
- Evaluated to paygrade specific objective standard – not one’s peers
- Nine-point scale for better accuracy and distinction
- Scoring timed to elicit an instinctive response – research indicates this yields a more candid and accurate assessment
# Performance Evaluation Transformation

## Key Attributes

<table>
<thead>
<tr>
<th>Static and Dynamic Scoring - cf on CTA and CBA TA, FTA, OBP, dFTA, dOBP, DCS</th>
<th><strong>Controls on evaluator to yield more authentic reporting</strong></th>
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</thead>
<tbody>
<tr>
<td><strong>Check-in</strong>&lt;br&gt;<strong>Coaching</strong>&lt;br&gt;<strong>Evaluation</strong></td>
<td><strong>Periodicity referenced to check-in and available on-demand</strong></td>
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<tr>
<td><strong>Rater</strong>&lt;br&gt;<strong>Senior Rater</strong></td>
<td><strong>More direct observation</strong></td>
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<td><img src="image" alt="Devices" /></td>
<td><strong>Modern tool for an enhanced process</strong></td>
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Performance Evaluation Transformation

Next Steps

- Phase IV Test Phase
- Deliver the Coaching Tool and introduce the PET concept/coaching process Fleet-wide
- Continue development of the Evaluation process to include interaction with all Talent Management processes

PET Information
https://www.mnp.navy.mil/group/performance