




Republic of the Philippines
Tourism Infrastructure & Enterprise Zone Authority

MEMORANDUM

FOR : THE OFFICE OF THE CHIEF OPERATING OFFICER
ALL THE ASSISTANT CHIEF OPERATING OFFICERS
ALL THE DEPARTMENT MANAGERS/OFFICERS-IN-CHARGE
ALL THE DIVISION MANAGERS

FROM : 
THE DEPARTMENT MANAGER
Administrative Services Department

SUBJECT : CONDUCT OF PERFORMANCE MONITORING AND COACHING

DATE : 22 MARCH 2021

Please be reminded that we are now in Stage 2 of the SPMS Cycle (Performance Monitoring and Coaching), which covers the entire 1st Semester (January to June) and wherein Managers/Supervisors play a critical role.

During this stage, the performance of the office and every individual are to be regularly monitored. Specifically, throughout this semester, all managers are to:

1. **Communicate and revisit performance expectations.**
2. **Monitor the status of performance of your personnel.** Check-in on goal/performance progress and communicate and revisit performance expectations, as needed.
3. **Conduct monitoring and coaching sessions.** Have regular feedback sessions (i.e. desired behaviors and expectations) on the performance of the office, as well as the personnel. Feedback can be given informally and during one-on-one meetings.

Conduct regular meetings and/or performance conversations, as well, to discuss and record milestones, accomplishments, successes and challenges as they occur. This will allow you to better monitor progress on goals and provide coaching, as required.

4. **Give interventions to those who are behind work targets.** Use the forms for recommended interventions and also use a logbook to record critical incidents, schedule of coaching and actions.
5. **Use the TIEZA-SPMS forms.** Always document your office's performance monitoring and coaching activities. Objectively identify/indicate quantitative and/or qualitative facts to substantiate what and how your personnel have performed. Do not forget to make performance notes about each employee, so that on performance review time, concrete performance incidents/examples are already established.

This is also for employees to be properly guided, and to not be surprised with their ratings and the feedback that they will receive at the end of the year when formal performance reviews will be conducted.

6. **Establish actual proof of performance.** Ensure that your personnel's performance have sufficient evidence with regard to their performance accomplishments vis-à-vis their IPCR commitments.

Personnel who have yet to submit their 2nd Semester 2020 IPCR Rating Forms and/or 1st Semester 2021 IPCR Commitment Forms are given until **31 March 2021** to submit said forms to the HRSD.

For your information and guidance.

