OVERALL

1. **What is performance management?**

   Performance management is a catalyst for organizational success; it supports OLG in achieving the priorities outlined in our [Strategic Playbook Game ON](#) and [F25 Strategic Priorities](#), by promoting alignment between employees' personal performance goals and enterprise priorities.

2. **What does OLG's Performance Management Program look like?**

   OLG has a continuous performance management process which consists of:

   - Setting meaningful goals that align with OLG's strategic priorities, divisional goals and your team's goals. Establishing clearly defined goals guides employee efforts throughout the year and outline what each employee will accomplish.
   - Year-round check-ins and performance discussions. Throughout the year managers and employees should meet regularly to track progress of the employee's goals, provide feedback, discuss obstacles, opportunities and employee development.
   - At the end of the fiscal year, performance will be assessed against the goals set at the beginning of the year by both employees and managers through self reviews and managers reviews including the acknowledgment through a performance review discussion.

3. **Why have Mid-Year Reviews been removed?**

   To encourage an ongoing focus on performance throughout the year, employees and their people leaders are being encouraged to have more frequent check-ins and one-on-ones. Formal Mid-Year Reviews should be replaced with shorter, more frequent conversations about performance and feedback that supports employee development. This will be supported with Workday enhancements that allow OLGers to capture completed and upcoming milestones and employee-driven feedback, which will be introduced following F25 Goal Setting.

4. **Why should I set annual goals?**

   Establishing clearly defined goals guides employee efforts throughout the year, helping employees stay focused and motivated to deliver on OLG's Game ON Strategy. Achieving personal performance goals that align with enterprise-wide goals contributes to individual and OLG success.

5. **What are targets and stretch targets and should I include them?**
   Targets and stretch targets are measures that demonstrate when a goal has been achieved. A stretch goal is a target that is intentionally designed to be difficult to achieve. Stretch goals can be

used to drive exceptional performance if there is capacity to push the goal beyond the target. Stretch goals are encouraged where possible but not required.

WORKDAY

6. How do I enter my goals in Workday?
You can enter your goals by selecting the Performance tab on your Workday profile. Please refer to the Workday job aid How To Create A Goal In Workday for more information.

7. Do I have access to my previous performance reviews?
Yes, you can access your performance reviews dating back to 2014.

8. As a people leader, do I have a full view of my team's reviews?
Yes, Workday's Team Performance worklet allows you to track your team's goals and performance review status.

PROCESS

9. Who should set performance goals?
All OLG employees are required to set performance goals, including new employees.

10. What is this year's timeline to set goals?
You can begin working with your People Leader, on your goals, at any time. For current employees, the window for entering your goals in Workday is April 29 – May 24, 2024. Employees who are hired after May 24 will work with their people leader to set goals.

11. When is the deadline for approving goals in Workday?
People leaders should approve their team's goals in Workday by May 24, 2024.

12. How many goals should I set?
You should set 4-6 goals (including cascaded/common goals). Work with your people leader to discuss and develop your goals.

13. How should I structure my goals?
Goals should include a description of the objective you hope to accomplish and the strategic priority it aligns with. The How To Write A Goal resource will help you develop your goals.

14. What should I use as the due date for my goals?
Use the last date of the fiscal year as the due date for all your goals, i.e., March 31, 2025 for this fiscal. Using the last date of the fiscal year lets Workday know that all of your goals should be included in your year-end reviews for evaluation.

15. If I am working on a project that extends beyond the current fiscal year, can the due date for my goal be in the following year?
No. All due dates must fall within the current fiscal year. For long-term projects, consider what tasks you should be able to successfully accomplish in the current fiscal year and build your goal around those. You can include the rest of the activities the following fiscal year.

16. Can I track the status of my goal?
Yes. Workday lets you indicate whether a goal is not started, in progress, or completed.

17. Will I lose my work if I'm not able to finish drafting my goals in one Workday session?
Workday has a "Save for Later" function that lets you save your goals in draft until you are ready to submit them. Please refer to the Workday job aid How To Create A Goal In Workday for more information.

18. How will my people leader know when I've submitted my goals?
Workday automatically notifies your people leader once you've submitted your goals. A task appears in the people leader's inbox.

19. Can I edit my goals throughout the year?
Yes. Changes to goals need your people leader's approval. Once you've made your changes in Workday and submitted them, your people leader is notified.

20. How will I know if my goals have been approved?
Workday notifies you once your people leader has approved your goals.

21. As a people leader, can I provide feedback on my team's goals before I approve them?
People leaders may provide feedback and suggestions for individual goals using Workday's "Send Back" option. A task appears in the employee's inbox alerting them that action is required.

CASCADED GOALS

22. What are cascaded goals?
Cascaded goals are those that flow from OLG's strategic priorities (i.e., enterprise-wide goals). With cascaded goals, all OLGers are working towards the same outcome but should be personalized by including activities that reflect their own role and responsibilities.

23. How are goals cascaded?
There are many ways to cascade goals. For example, cascading can happen through Workday. OLG leaders can also cascade, or share, their goals in other ways, such as email or team meetings.

24. Will goals be cascaded this year?
Executive Leadership Team (ELT) members and Senior Leadership Team (SLT) members will share their divisional and departmental goals with their teams directly before the goal-setting window in Workday (i.e., April 29 – May 24) opens. You can begin developing your personal goals once these divisional and departmental goals are shared.

25. Will there be a Winning Culture goal this year?
This year, we are asking all OLGers to include their own winning culture goal (demonstrating how they plan to contribute to fun, inclusive and performance-driven culture) as this goal will not be cascaded for F25. Please refer to the Winning Culture Goal Tip Sheet for more information.

26. Do we need to include a Responsible Gambling (RG) goal?
If your role includes RG duties, you will need to incorporate Player Heath into at least one performance goal. A [Player Health and Individual Performance Goals](#) tip sheet is available to assist you.

27. As a people leader, can I cascade goals to my direct reports?
Yes. If you want to use Workday to cascade, you can copy an existing goal or create a new one using a drop-down menu that identifies all of your direct reports. Please refer to the Workday job aid Cascade New Goal for more information.

SUPPORT

28. What resources are available to support me?
Many resources are available to assist with goal setting, including:

- OLG's [Performance Management Guide](#) which provides an overview of performance management at OLG
- [How To Write A Goal](#) advice and examples for creating goals using the SMART methodology.
- The job aid [How To Create A Goal In Workday](#) to help you get started in Workday system.
- [OLG's F25 Strategic Priorities & Initiatives Enterprise and Divisional](#)
- [Player Health and Individual Performance Goals Tip Sheet](#)
- [Winning Culture Goal Tip Sheet](#)

For Workday navigation questions, please contact [PeopleHub.](#) For program-related questions, contact your [HR Business Partner](#).