



Dear SFA Employees:

The roll-out of the new Performance Development Process is rapidly approaching! Over the past weeks, we have provided you with information about this new process and the Perform.com site. Hopefully, this information has helped to clarify what impact the Performance Development Process will have on you, as an SFA employee. We are sure, however, that questions and concerns still remain. In anticipation, we have created a User Reference Guide for the Performance Development Process.

This User Reference Guide, which is attached below, provides a detailed description of the Performance Development Process. Each step of the Performance Development Process is explained, as well as the participants' roles and timeframes. The User Reference Guide describes the basics of the Perform.com site, including an explanation of the technology and the screens that comprise this site. Step-by-step instructions to complete each component of Step 1: Goal Setting/Goal Expectations of the Performance Development Process are also provided.

Although local PBO coaches and national SFA HR representatives will be available to you throughout the roll-out of Step 1 of the Performance Development Process, this User Reference Guide provides an initial reference source for you. If you follow closely to the steps outlined in this User Reference Guide while participating in the Performance Development Process, your path through this Process will be well-marked.

- SFA Human Resources