



## PERFORMANCE DEVELOPMENT SYSTEM

### *Staff Appraisal*

**Employee Name:**

**Title:**

**Department:**

**Reviewer's Name:**

**Title:**

**Review Period:**

**to**

**Date of Entry to Position:**

**Date of Last Review:**

**Type of Review:**

Mid-Probation 90 day

End of Probation 180 day

Annual

Special

# OVERVIEW

## PURPOSE

- Work toward attainment of the department/County's mission, goals and objectives, and to measure individual progress with respect to such attainment.
- To inform employees of strengths, recognize accomplishments, and focus on areas needing improvement since the last review.
- Ensure regular interaction between supervisors and staff, thereby strengthening work relationships and improving communication.
- Develop employee skills and clarify expectations, goals and priorities.

## CONDUCTING THE PERFORMANCE REVIEW

### Before the Meeting:

- ✓ Notify the employee two weeks before the meeting. Provide them with a copy of their prior review, a current job description and a blank review form. Ask them to complete the Self-Appraisal and to bring it to the meeting.
- ✓ Review relevant documentation (job description, prior review and objectives, and records/observations of performance throughout the rating period).
- ✓ Complete a draft of the appraisal form including written comments, estimating a rating for each performance dimension.
- ✓ Provide additional documentation before rating as "Exceeds Standards," "Partially Meets Standards," or "Does Not Meet Standards." Discuss a "Does Not Meet Standards" rating with the next level of management before the meeting.
- ✓ Submit the completed form to the next-level supervisor/manager for review and signature.
- ✓ Finalize ratings and comments

### During the Meeting:

- ✓ Listen and take notes. Utilize the self-appraisal to open dialogue. Examine and discuss differences.
- ✓ Review each performance dimension. Cover accomplishments, strengths and opportunities for improvement. Allow the employee to discuss problems or the need for additional resources.
- ✓ Offer constructive feedback, if needed. Ask the employee for ideas on how to improve. If needed, develop a specific action plan for improved performance.
- ✓ Summarize, then switch focus to the future. Schedule an appointment to discuss and agree upon goals and training for the next review period.
- ✓ Make a copy and give the employee the original for their comments and signature. Ask to have the original returned within 2 business days.

### After the Meeting:

- ✓ File original performance appraisal in the employee's personnel file.

## COMPLETING THE PERFORMANCE REVIEW FORM

- It should be emphasized that the appraisal is a review of performance, not a rating of the employee, and only for the period of time indicated.
- Review each performance category, its definition and the rating categories. Mark the box which most nearly reflects the performance of the employee being evaluated. If a particular performance category does not apply or it is too soon to rate, mark "N/A" in the comment section. A rating other than "Meets Standards" must include an explanation to support the rating.

## APPRAISAL RATINGS

### Exceeds Standards:

- Exceeds position requirements on a consistent basis, especially in difficult aspects of the job
- Makes significant impact on key areas critical to achieving objectives of the department or the County
- Takes the initiative in setting and achieving challenging goals
- Work is done thoroughly, completely and on time
- This person requires only occasional supervision and follow-up
- Demonstrates unusual creativity, initiative and/or innovation

### Meets Standards:

- Fulfills all key assignments and completes work within allotted time frames
- Competent and produces a dependable level of performance
- Corrects errors quickly and does not repeat them
- Does not spend time on unimportant matters or neglect priorities
- Requires only normal supervision and follow-up

### Partially Meets Standards:

- Some parts of objective, or some anticipated steps were accomplished, but improvements in quality, quantity and/or timeliness are still required
- Most minimum requirements are met
- At times, coordination with others results in confusion, mistakes, lowered production, or negative impact to customers or co-workers
- Cannot depend upon person to complete assignments, and needs some pushing and fairly close supervision to get the job done

### Does Not Meet Standards:

- Quality, quantity or accuracy of results are significantly and/or consistently below those expected for employees at similar levels of experience
- Creates a morale problem because others have to carry the workload
- Does not inform management of problems encountered
- This person does not have the drive or the skill to do the job
- The poor quality and/or quantity of work delays the work of others in the department and/or negatively impacts the service to customers
- Errors are significant and/or repeated

## SECTION I: APPRAISAL CATEGORIES

Indicate the performance level for each of the following. Check only one level for each category. Include comments to explain a rating other than meets standards. Several examples of behavior are included under each category. These are not meant to be inclusive of all expected behaviors in that category.

### 1. QUALITY OF WORK

- Works accurately and ensures that follow-up is made
- Completes assignments thoroughly and promptly, and with an attention to detail
- Works independently when necessary
- Follows guidelines for neatness
- Looks for better ways to perform the job
- Demonstrates an extremely low error ratio and will accept and act on feedback when improvement is needed

Exceeds Standards       Meets Standards       Partially Meets Standards       Does Not Meet Standards

Comments:

### 2. QUANTITY OF WORK

- Completes assignments within required time frames
- Maintains an acceptable volume of work
- Consistently works at a steady pace

Exceeds Standards       Meets Standards       Partially Meets Standards       Does Not Meet Standards

Comments:

### 3. COOPERATION AND TEAMWORK

- Responds to suggestions and criticism with minimal defensiveness
- Offers assistance and shares skills and knowledge with team, co-workers, and supervisors without being prompted
- Keeps supervisors and others advised of problems or practical ideas/solutions
- Adheres to guidelines and regulations.
- Accepts and embraces change
- Works to build positive relationships with other agencies and businesses by offering assistance and ongoing communication
- Takes an active interest in performance of the team as it relates to overall agency performance
- Respects others and honors diversity

Exceeds Standards       Meets Standards       Partially Meets Standards       Does Not Meet Standards

Comments:

**4. COMMUNICATION SKILLS**

- o Clearly conveys information and ideas both verbally and in written formats.
- o Clarifies the purpose and importance of the communication, and follows a logical sequence.
- o Uses professional verbal, written, and electronic communication
- o Is positive in communication and develops rapport with customers and staff
- o Listens attentively to ideas, questions, and concerns expressed by customers and co-workers

Exceeds Standards                       Meets Standards                       Partially Meets Standards                       Does Not Meet Standards

Comments:

**5. DEPENDABILITY**

- o Consistently arrives to work and meetings on time and is prepared to accomplish work
- o Meets deadlines for projects and assignments
- o Accepts responsibility and works with minimal direction.
- o Adheres to established guidelines and rules of the department and the agency.
- o Plans for scheduled absences

Exceeds Standards                       Meets Standards                       Partially Meets Standards                       Does Not Meet Standards

Comments:

**6. KNOWLEDGE OF WORK AND TECHNICAL APPLICATION**

- o Fully uses job-relevant technical skills
- o Does not make repeated mistakes which are similar in nature
- o Maintains and updates knowledge and technical skills as required
- o Understands and applies departmental operations, policies and procedures as they relate to job duties

Exceeds Standards                       Meets Standards                       Partially Meets Standards                       Does Not Meet Standards

Comments:

**7. WORKPLACE SAFETY**

- o Shows supports and follows standards for safety policies, procedures and practices
- o Recognizes conditions hazardous to health and safety and brings to the attention of supervisors

Exceeds Standards                       Meets Standards                       Partially Meets Standards                       Does Not Meet Standards

Comments:

**8. PROBLEM SOLVING AND GOOD JUDGEMENT**

- Demonstrates the ability to clearly identify and define problem areas
- Formulates realistic solutions in a timely manner
- Participates constructively in group problem solving
- Considers alternatives and consequences before making decisions
- Adheres to the department's confidentiality policy at all times
- Acts autonomously, successfully solving problems, yet asking for supervisory assistance when needed
- Avoids potential conflicts of interest or an appearance of impropriety
- Refrains from gossip and does not make derogatory remarks about others

Exceeds Standards       Meets Standards       Partially Meets Standards       Does Not Meet Standards

Comments:

**9. WORK ORGANIZATION AND PLANNING**

- Exhibits ability to efficiently manage time, resulting in optimum productivity
- Prioritizes tasks, duties, and assignments and is prepared to deal with unscheduled situations
- Maintains complete, accurate records and documentation which can be easily accessed
- Completes and/or delegates time sensitive tasks

Exceeds Standards       Meets Standards       Partially Meets Standards       Does Not Meet Standards

Comments:

## SECTION II: OVERALL ASSESSMENT OF PERFORMANCE

After evaluating categories 1 through 10, check one box which indicates your appraisal of this individual's overall performance.

Exceeds Standards       Meets Standards       Partially Meets Standards       Does Not Meet Standards

Comments:

**Attendance:** Is attendance acceptable?       Yes       No

Comments:

**Additional-Contributions/Accomplishments:** Identify any additional contributions and/or accomplishments achieved during the year.

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***SUPERVISOR:*** I have prepared this performance review and discussed it with the employee.

\_\_\_\_\_  
Supervisor Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

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***EMPLOYEE:*** I have reviewed the evaluation and have discussed it with my supervisor. My signature does not necessarily indicate my full agreement. I understand that I may make comments and that I may also attach a separate statement of agreement/disagreement.

**Employee's Comments:**

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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***NEXT LEVEL SUPERVISOR:*** I have reviewed this performance evaluation.

\_\_\_\_\_  
Manager or Department Head Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

### SECTION III: DEVELOPMENT GUIDE

Development objectives are established with each employee in an effort to promote their continued growth and advancement within their position and the department. In establishing these objectives, the supervisor should consider: (1) job assignments which will optimize the use of the employee's talents, provide appropriate broadening experience and capitalize on the job interests of the employee; and (2) training activities and development experiences which will help the employee to do the present job better, as well as prepare the employee for future assignments.

A meeting to outline the goals, development objectives and training plans for this employee for the next review period will be held on . These objectives should be mutually agreed upon.

<b>Objectives or Key Job Responsibilities</b> <i>(What You Will Do)</i>	<b>Measurement/Timing</b> <i>(How Will You Quantify, Verify, or Observe Success? What Critical Milestones Should Be Considered?)</i>	<b>Outcomes</b> <i>(A Summary of Your Progress to Date)</i>	<b>Results</b>
			<input type="checkbox"/> Exceeded <input type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Did Not Meet <input type="checkbox"/> N/A
			<input type="checkbox"/> Exceeded <input type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Did Not Meet <input type="checkbox"/> N/A
			<input type="checkbox"/> Exceeded <input type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Did Not Meet <input type="checkbox"/> N/A
			<input type="checkbox"/> Exceeded <input type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Did Not Meet <input type="checkbox"/> N/A



## SECTION IV: EMPLOYEE SELF-APPRAISAL

Please evaluate your work performance in relation to your current job requirements by marking the rating that best represents your level of performance in each appraisal category in Section I and then rate your performance overall in Section II. In addition to completing the appraisal categories and overall rating, please answer the following seven questions.

1. I contribute to the department's mission by:
2. I accomplish excellent work in the following areas:
3. I can, or need to, improve in the following areas:
4. I could improve my job performance with the following training or other resources:
5. I have an interest in learning about the following areas:
6. What can your Supervisor do to help you do a better job?
7. What constructive feedback can you offer, regarding your job, your supervisor and/or the working conditions?

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Employee Signature

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Date