

Manager Scoreboard

Please provide objective ratings of the employee's on-the-job performance using a five-scale system.

RATING SCALE

<u>5 (Outstanding)</u>	Performs significantly above the quality/quantity criteria for this role
<u>4 (Exceeds Expectations)</u>	Generally exceeds the quality/quantity criteria for this role
<u>3 (Meets Expectations)</u>	Meets the set criteria for the designated role.
<u>2 (Needs Improvement)</u>	Didn't fully meet the set criteria for the designated role.
<u>1 (Unacceptable)</u>	Performs significantly below set criteria

General Evaluation

Organizational Knowledge & Judgment: Demonstrates knowledge of the standard operating procedures, processes and equipment necessary for this role. Recognizes and resolves potential issues using sound judgment to determine the right course of action. Involves others in the decision-making process as needed.

- 5 – outstanding
- 4 – exceeds expectations
- 3 – meets expectations
- 2 – needs improvement
- 1 – unacceptable

Skillset: Possess all the knowledge and expertise to effectively perform the assigned duties. Demonstrates interest in completing assigned training to obtain new skills and/or proactively masters new competencies independently.

- 5 – outstanding
- 4 – exceeds expectations
- 3 – meets expectations
- 2 – needs improvement
- 1 – unacceptable

Quality of Work: Demonstrates high quality of work in general; ensures thoroughness, accuracy, completeness of work.

- 5 – outstanding
- 4 – exceeds expectations
- 3 – meets expectations
- 2 – needs improvement

1 – unacceptable

Productivity & Dependability: Demonstrates effective time management; ensures assigned tasks are completed efficiently. Adheres to the set organizational schedule; displays commitment to delivering the assigned work on time and at expected levels of quality/output.

- 5 – outstanding
- 4 – exceeds expectations
- 3 – meets expectations
- 2 – needs improvement
- 1 – unacceptable

Communication: Has effective and appropriate verbal and written communication and listening skills. Remains accessible and available to other employers as needed.

- 5 – outstanding
- 4 – exceeds expectations
- 3 – meets expectations
- 2 – needs improvement
- 1 – unacceptable

Initiative: Demonstrates resourcefulness, versatility; and teamwork qualities necessary to conceptualize and carry out additional duties:

- 5 – outstanding
- 4 – exceeds expectations
- 3 – meets expectations
- 2 – needs improvement
- 1 – unacceptable

Customer focus: Fulfills set service commitments; maintains high levels of customer satisfaction. Actively solicits and acts upon provided customer feedback. Maintains appropriate levels of communication with the customers:

- 5 – outstanding
- 4 – exceeds expectations
- 3 – meets expectations
- 2 – needs improvement
- 1 – unacceptable

Employee Self-Assessment Form

Please answer the questions below before your scheduled meeting with your manager.

Please select one of the following:

- I feel like I'm behind on my work.
- I could do better.

- I feel like I'm getting the job done.
- I feel confident in my contributions.
- My work has been the best ever!
- Still new and figuring it out.

What objectives or goals did you achieve in the first half of the year? If goals were not established with your manager, what were your top achievements in the last 6 months?

What objectives (or goals) do you hope to achieve in the second half of the year?

If any, what additional support might you need to be the most successful in the later half of 2023?

Have your responsibilities changed over time, yes or no? If yes, please explain.

What do you enjoy most about your role?

Manager to complete the section below during or after the scheduled mid-year check-in.

Based on the reflection provided by the employee above, please select one of the following:

- I feel like they're behind on their work.
- They could do better.
- I feel like they're getting the job done.
- I feel confident in their contributions.
- Their work has been the best ever!
- They're still new and figuring it out.

Are you aligned with your employee's accomplishments for the first half of the year?

- Yes.
- No. Please explain in the box below.
- Yes, but they forgot a few accomplishments. Please add notable accomplishments in the box below.

Are you aligned with the objectives (or goals) outlined for the second half of the year?

- Yes.
- No. Please explain in the box below.
- Yes, but there are additional objectives I'd like to see accomplished. Please add additional objectives in the box below.

Any additional feedback?