

15 Performance Evaluation Areas to remember

Performance Reviews

- It is an opportunity to encourage, motivate and, if necessary, discipline your staff.
- Performance reviews are vital to building trust, setting expectations and correcting potential problems.
- So how can you do an independent appraisal of your employees performance?
- Truth is, you probably cannot. On some level, we all have a bias on important issues.

1. **Ability to supervise:** how would you rate the employees ability to organize, plan and lead subordinates?
2. **Customer Service:** does this employee have a warm and sociable attitude towards customers?
3. **Personal Appearance:** what impression does your employee's personal appearance make?
4. **Personality Characteristics:** how would you rate their ability to get along with others?
5. **Growth Potential:** does this person have the ability to teach and lead others and able to learn and adapt quickly?
6. **Safety & Office Appearance:** does this person demonstrate an ability to follow the rules? How well do they look after the equipment or office space they are provided?
7. **Attendance:** does this person show up for work, or are they routinely absent without permission?
8. **Stability, Personality:** how stable is this person? How do they deal with pressure? How confident do they appear? How would they describe their predominant mood?
9. **Attitude:** how willing is this person to carry out instructions and cooperate with you and fellow employees? Are they a team player? Do you observe passive resistance or blatant argumentative tendencies?
10. **Ability to change:** is this person able to adapt to changing conditions and learn quickly?
11. **Initiative:** to what degree does this employee think constructively and take appropriate action? How much supervision does this person require? Are they fair and balanced in decision making?
12. **Dependability:** how much does this person work conscientiously and in line with instructions? How much do you have to check and verify their work?
13. **Quantity of work:** is there a satisfactory amount of output? Do they over promise or under deliver? Are they slow or do they work hard and turn out more work than required?
14. **Job Knowledge:** to what level do they understand all phases of work? Do they excel at the job or do they lack knowledge in the job or certain areas?
15. **Quality of work:** is there a consistent level of performance in meeting or exceeding quality standards?

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