



**Performance Management Year End Review**

Review Year: **2017 - 2018**

Formal name as it appears in SAP: \_\_\_\_\_

Employee Number: \_\_\_\_\_

Department: \_\_\_\_\_

Submitted by: \_\_\_\_\_

**Unsuccessful:** Performance is less than expected. Employee is not performing fully to the requirements of the job. Needs further development.

**Successful:** Performance clearly and fully meets all the requirements of the position. Solid performance. Performance is sustained and uniformly high with thorough and on-time results.

**Special Recognition:** Performance consistently demonstrates exceptional accomplishments and quality and quantity of work is easily recognized as truly exceptional by others.

<i>Indicate the level of performance by selecting the appropriate descriptor</i>	<b>U</b>	<b>S</b>	<b>SR</b>
<b>Respect for the Dignity of Each Person – Consider the following Competencies</b>			
<i>Customer Service</i> – Consistently provides timely and professional service, treats others with courtesy, and follows up as needed.			
<i>Cooperation/Teamwork</i> – Displays a cooperative attitude. Demonstrates consideration of others, maintains rapport with others, and helps others willingly.			
<i>Communication</i> – Communicates well with others in a clear, concise, accurate, and timely manner and makes useful suggestions. Maintains appropriate contact with others. Effectively uses communication skills to proactively and thoroughly communicate job-related information and knowledge.			
<b>For Supervisor/Manager</b> <i>Leadership</i> – Demonstrates effective supervisory abilities, gains respect and cooperation, inspires and motivates others, and directs work group toward a common goal. Serves as a positive role model.			
<b>Fairness &amp; Civility - Consider the following Competencies</b>			
<i>Managing Conflicts</i> – Resolves work-related problems and works to correct performance problems.			
<i>Judgment/Problem Solving</i> – Effectively analyzes problems, determines appropriate action for solutions, and exhibits timely and decisive action.			
<b>For Supervisor/Manager</b> <i>Coaching &amp; Evaluations</i> – Evaluates performance and conducts timely performance appraisals. Provides staff with on-going performance coaching.			
<b>For Supervisor/Manager</b> <i>Mentorship</i> – Provides guidance and opportunities to his/her staff for their development and advancement.			
<b>Good Stewardship - Consider the following Competencies</b>			
<i>Completion of Work</i> – Completes tasks as assigned and meets deadlines.			
<i>Quality of Work</i> – Exhibits the required level of job knowledge and/or skills to perform the job. Assignments completed by the employee meet quality standards.			
<i>Planning/Organizing</i> – Plans and organizes work, establishes appropriate priorities, anticipates future needs, and completes assignments effectively.			
<i>Dependability/Accountability</i> – Monitors projects and exercises follow-through, adheres to time frames, arrives on time for meetings and appointments, and responds appropriately to instructions and procedures.			
<i>Attendance/Punctuality</i> – Shows a commitment to the job in terms of his/her punctuality and/or absences and use of leave time in accordance with University policy			

