

## Performance Summary

Supervisors are directed to select one checkbox that best describes the staff member's performance during the review period.

*Consistently Exceeds Expectations:* An employee who earns a rating of "Exceeds Expectations" demonstrates an exceptional level of performance, consistently exceeds overall goals and expectations, and has made a major contribution to the success of the department.

Throughout the course of the year, you may observe this employee:

- Routinely demonstrating a willingness to complete work that may be out of the scope of their regular responsibilities
- Always willing to lead change and help others through change
- Consistently seeking out constructive feedback for improvement and development
- Consistently demonstrating leadership among peers and colleagues
- Consistently maintaining a positive and professional manner when under pressure
- All competencies have been demonstrated or developed in an outstanding manner

*Successfully Meets Expectations:* An employee who earns a rating of "Successfully Meets Expectations" demonstrates a solid level of performance, regularly meets, and occasionally exceeds, overall goals and expectations and has made contributions to the unit.

Throughout the course of the year, you may observe this employee:

- Often demonstrating a willingness to complete work that may be out of the scope of their regular responsibilities
- Often open to change and able to maintain a positive attitude through change
- Often receiving positive feedback from customers and colleagues
- Often demonstrating leadership among peers and colleagues
- Consistently maintaining a positive and professional manner when under pressure
- Relevant competencies have been satisfactorily demonstrated or developed

*Does NOT Meet Expectations:* An employee who earns a rating of "Does Not Meet Expectations" is not meeting the job expectations and consistently fails to meet goals. The employee demonstrates unwillingness or an inability to improve performance.

Throughout the course of the year, you may observe this employee:

- Requiring substantial supervision to achieve work responsibilities
- Resisting change and often rejecting ideas without due consideration
- Reacting defensively when receiving constructive feedback and may place blame elsewhere
- Infrequently receiving positive feedback from customers and colleagues
- Is unable to maintain a positive and professional manner when under pressure
- A number of relevant competencies have not been demonstrated or developed