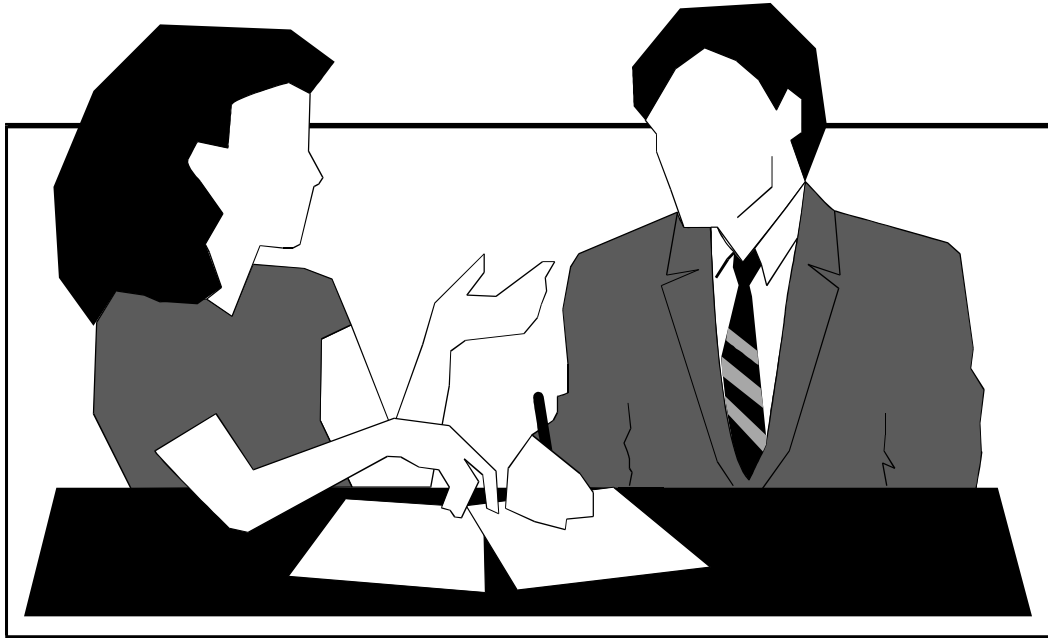


Performance Evaluation Language Guide



The key to a successful appraisal review or evaluation is in the examples that illustrate the descriptive language! When the examples match the descriptive language there is completeness to the review. Good supervisory notes to help your memory are essential. Employees want to know the review represented the entire review period and not just the last two weeks.

Presented by The Training Tree
Developing Our Most Important Resource-Our Human Resource!

Job Knowledge

knows basic principles and methods
possesses the knowledge to handle the most complex of tasks
clearly understands purposes, objectives and procedures of department
thoroughly understands all aspects of the job
is knowledgeable over a wide range of job responsibilities
possesses real practical experience
utilizes experience and expertise from previous jobs
demonstrates strong technical and operational knowledge
stays current and is exceptionally well informed
is knowledgeable and can apply knowledge in a practical manner
shares knowledge with the group
is viewed by others in the field as an expert

Job Performance

demonstrates consistent performance and accomplishment
consistently exceed performance standards-expectations-criteria
excels in developing solutions to complicated problems
possesses the characteristics of leadership and service excellence
is diligent and conscientious in performing tasks-duties
displays self restraint and employs prudent risk taking
is precise and efficient
persistent and industrious
maintains a keen eye for detail
displays trust and confidence
faces conflict with calm assuredness
radiates self-confidence and enthusiasm
is customer focused and driven
extremely resourceful and attentive to detail
maintains a high degree of involvement
possesses a positive outlook
is an important contributor to the success of the department
sets high performance standards and meets them
quality is consistently high
shows professionalism that is exemplary
demands the highest quality of work in him/herself and others.
strives for zero defect quality
strives for state-of --the-art perfection
demonstrates accuracy, thoroughness and orderliness in the performance of assignments

Dependability

is consistent, dependable and accurate in carrying out responsibilities to a successful conclusion

fully accepts responsibilities and meets deadlines
achieves results even when facing major obstacles
practices rigid self-discipline
stays focused on the task
fulfills all commitments
is extremely reliable and supportive
is always fully prepared
consistently punctual
effectively follows up on all assignments
is regular in attendance
is one of our most consistent performers
prides him/herself on attendance and punctuality
is the “go to” person in the department for rush assignments

Job Productivity

makes a substantial contribution to the department
is a consistently high producer
performs at a peak level
far exceeds quantity standards or expectations
produces beyond what is expected
produces at a rate that is exemplary
maintains peak performance
exhibits a commitment for producing results
displays high production while never sacrificing the quality component
tasks are performed with a commitment to excellence that is rare.
can handle multiple tasks with ease
is able to “wear many hats” and be successful in all areas
stands as an example to others when it comes to producing results

Cooperation

- interacts effectively with peers
- works harmoniously with work group
- develops positive working relationships
- well accepted by other members of the department
- promotes harmony among associates
- builds trust and rapport
- is an excellent team player
- is the department “good will” ambassador
- extremely cooperative with employees at all levels of the organization
- respects the opinion of others
- is recognized as a cohesive influence
- demonstrates participatory approaches
- encourages participation
- promotes cooperation
- exercises influence for teamwork and positive working relationships
- works effectively with others
- is supportive of organization
- is a positive customer service representative

Initiative

- looks to improve work processes
- strongly motivated to achieve results
- motivation allows individual to consistently exceed standards
- is a driving force for job accomplishment
- displays desire and determination
- strives for maximum effectiveness
- gives a focused effort
- seeks total involvement
- turns past failures into successes
- capitalizes on opportunities
- doesn't see problems only opportunities
- operates effectively under any condition
- displays positive energy for maximum results
- builds employee enthusiasm
- is a consummate achiever
- is results oriented and always focused
- is a self-starter
- maintains self-motivation
- is hard driving, ambitious

Work Environment and Safety

demonstrates strong safety consciousness
maintains strict adherence to safety guidelines and regulations
contributes with ideas on protecting and improving workplace safety
always keeps a safe and neat work area
uses and promotes all safety techniques and equipment
helps others in recognizing safety requirements and responsibilities
makes safety suggestions
keeps current on the latest techniques to insure safety of workers
supports safety education and awareness

Overall Performance

possesses many talents and capabilities
demonstrates competence in many areas
has the ability to perform a wide variety of assignments
handles all assignments in a highly professional and competent manner
displays versatile expertise
handles all assignments and change with competence, enthusiasm and dedication
loyalty and dedication make this employee one to be proud of
is a seasoned professional that consistently demonstrates a dedication to our organization
quality of work reflects high professional standards

The Poor Performer

fails to demonstrate...
demonstrates a limited knowledge of....
is not meeting performance standards
is below performance expectations given education, experience and time on job
has had difficulty in mastering...
fails to abide by rules and regulations as they pertain to...
avoids opportunities...
resists....
is negative toward....
shows little....
is inconsistent in ...
needs to focus on....
must avail him/herself of the opportunity...
must demonstrate...
is unable to ...
areas for improvement
job advancement would be accelerated if
opportunities for skill enhancement include:
areas to work on are...
improvement could be noted in the areas of :
performance remediation is necessary in...
performance improvement should be focused on...

Writer's Corner - Words That Can Help

Adjectives

accurate, adaptable, adept, alert, ambitious, analytical, articulate, capable, challenging, charismatic, thinking, competent, complete, composed, concise, confident, conscientious, constructive, consistent, cooperative, courageous, courteous, creative, decisive, dedicated, definite, dependable, determined, diligent, discreet, dynamic, eager, effective, efficient, energetic, enterprising, enthusiastic, excellent, exceptional, exciting, extraordinary, fair, fine, flexible, genuine, great, hands-on, harmonious, helpful, honest, imaginative, important, industrious, ingenious, innovative, involved, keen, knowledgeable, logical, loyal, mature, meaningful, motivated, objective, observant, open-minded, optimistic, organized, outstanding, patient, perceptive, perfect, persevering, persuasive, pleasant, poised, polished, positive, practical, precise, productive, professional, progressive, prudent, punctual, realistic, reliable, resourceful, respectful, responsive, self-confident, sincere, sound, special, state-of-the-art, stimulating, strong, successful, superb, superior, supportive, tactful, thorough, trustworthy, truthful, understanding, unique, utmost, valuable, versatile, well-liked, worthy

Action Verbs

accomplishes, achieves, acquires, acts, adapts, adjusts, administers, advises, analyzes, anticipates, applies, approves, arranges, articulates, aspires, asserts, assigns, assists, assures, attains, authorizes, builds, calculates, carries out, challenges, checks, coaches, commands, completes, comprehends, conducts, considers, contributes, cooperates, coordinates, copes, creates, dedicates, delegates, demonstrates, determines, develops, directs, discusses, displays, disseminates, distinguishes, effects, elicits, emphasizes, employs, empowers, emulates, encourages, enhances, enlightens, enriches, establishes, evaluates, excels, exhibits, expects, explores, expresses, facilitates, focuses, follows-up, foresees, formulates, fosters, fulfills, gains, generates, gives, grasps, guides, handles, helps, identifies, implements, improves, influences, initiates, inspires, insures, interacts, interprets, investigates, knows, learns, maintains, makes, manages, meets, motivates, negotiates, observes, obtains, optimizes, orchestrates, organizes, overcomes, oversees, participates, perceives, performs, plans, possesses, practices, prepares, prevents, processes, promotes, provides, pursues, realizes, recognizes, recommends, reflects, reinforces, relates, relies, represents, resolves, responds, reviews, revises, schedules, secures, seeks, serves, shows, solves, stimulates, strengthens, strives, submits, supervises, supports, sustains, thinks, trains, treats, understands, uses, utilizes, verifies, vitalizes, weighs