Evaluating PERFORMANCE Review

Introducing a New Formula for Success
THE FORM
## PERFORMANCE EVALUATION FORM

### SUPERVISOR'S ASSESSMENT

**EXCEPTIONAL:** Consistently performed job duties, work and behavior expectations consistently met; consistently exceeded performance goals and supervisor's expectations, anticipated and took on additional duties beyond major responsibilities.

**SUCCESSFUL:** Consistently performed job duties, work and behavior expectations consistently met; performance goals and supervisor's expectations, completed and verified own work in a timely, consistent, and thorough manner.

**NEEDED IMPROVEMENT/UNSUCCESSFUL:** Did not consistently and/or accurately perform job duties, work and/or behavior expectations were not met, did not meet performance goals and/or supervisor's expectations, not consistently reliable in handling daily duties, may require more supervision than expected.

### MAJOR RESPONSIBILITIES

The evaluating supervisor must review the employee's job description and summarize the position's major responsibilities. Each listed major responsibility should account for at least 10% with a combined total of 100%. If necessary, minor responsibilities can be combined to equal 10% The evaluating supervisor must rate the employee's performance according to the evaluation rating chart provided above and provide comments for each major responsibility listed.

<table>
<thead>
<tr>
<th>MAJOR RESPONSIBILITIES</th>
<th>RATING</th>
<th>EVALUATING SUPERVISOR'S COMMENTS (REQUIRED)</th>
</tr>
</thead>
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### PERFORMANCE GOALS AND DEVELOPMENT PLAN

As part of the planning process, the evaluating supervisor must list performance goals for the employee to achieve during the future performance period. Goals and objectives should be specific, measurable, achievable, relevant and time-bound.

### BEHAVIOR EXPECTATIONS

<table>
<thead>
<tr>
<th>CORE COMPETENCY</th>
<th>RATING</th>
<th>EVALUATING SUPERVISOR'S COMMENTS (REQUIRED)</th>
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### OVERALL EVALUATION RATING

<table>
<thead>
<tr>
<th>EXCEPTIONAL</th>
<th>SUCCESSFUL</th>
<th>NOT EVALUATED</th>
<th>UNRATED</th>
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### PLANNING SESSION SIGNATURES

The second level supervisor should review and sign the planning session before it is presented and discussed with the employee.

<table>
<thead>
<tr>
<th>EVALUATING SUPERVISOR</th>
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### OVERALL EVALUATION SIGNATURES

The second level supervisor should review and sign the evaluation before it is presented and discussed with the employee. *Any signature only indicates that this evaluation has been shared and discussed with me, and does not necessarily indicate agreement with its contents.*

<table>
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Planning Session
Completed in Planning:

- Employee information
- Department mission
- Major responsibilities
- Performance goals
- Performance development plan
- Planning session signatures

Due in HRS as a ‘PD – Planning Document’ attachment by Sept. 30
Midyear Review
Completed during Midyear Review:

- Midyear review date
- Midyear review comments (optional)

Conducted between December 1 – March 1
Evaluation
Major Responsibilities

<table>
<thead>
<tr>
<th>MAJOR RESPONSIBILITIES</th>
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- Major Responsibilities should account for $\geq 20\%$
- Linked to *updated* job description
- Focus on the big picture
Complete the:

- Rating for major responsibilities
- Supervisor comments section for the major responsibilities
Behavior Expectations

Behavior expectations are *how* an employee achieved their major responsibilities.

They should relate to major responsibilities.
## Core Competencies

### DELIVERING RESULTS

**Productivity/Efficiency**
- Time Management: Manages workload, demonstrates ability to prioritize assignments by meeting routine and unexpected deadlines, handles multiple tasks and deadlines.

**Time Management**
- Productivity Efficiency: Uses work time effectively, avoids excessive calling, multiple personal phone calls, and internet surfing; keeps appointments on time; responds to external and internal customers (returns phone calls and emails) in a timely manner.

**Meeting Deadlines**
- Meeting Deadlines: Overcomes obstacles and roadblocks; commits fully to the job and deadlines; concentrates on outcomes; eliminates unnecessary work to achieve right results.

### PROBLEM SOLVING

**Flexibility and Adaptability**
- Flexible and Adaptable: Adapts to change quickly, shortening response time of all processes and systems, modifies plans and goals to meet changing institutional demands, transitions to new business processes, participates in implementing change and applies process improvement changes.

**Decision Making**
- Decision Making: Recognizes when to make a decision independently and when to consult the supervisor; considers university and department mission and values when making decisions.

**Innovation/Future Oriented**
- Innovation/Future Oriented: Actively applies new knowledge and skills and use of technology; embraces automation and/or engineering to improve efficiency and effectiveness, seeks out additional training.

**Critical Thinking**
- Critical Thinking: Capitalizes on, contributes to, and identifies opportunities to reduce costs, improve customer service, increase productivity and increase customer satisfaction.

### COMMUNICATION

**Oral, Written, Non-Verbal Communication**
- Oral, Written, Non-Verbal Communication: Possesses a solid writing ability demonstrating attention to grammar and spelling; communicates clearly, tactfully, and in a concise manner both verbally and in writing including responding to e-mail, voice mail, and in meetings; uses appropriate communication channels and consults with supervisor about relevant information and potentially sensitive issues.

**Interpersonal Skills**
- Interpersonal Skills: Gains cooperation and earns respect from others; encourages positive interaction; appropriately handles own emotions and conflict; steers conflict away from people and issues, and towards agreement and solutions; demonstrates resilience, open-mindedness and self-awareness.

**Active Listening**
- Active Listening: Listens to others and considers the views of others, demonstrates appropriate empathy and understanding of message when listening, able to paraphrase message to check for understanding, understands audience awareness and body language, avoids interrupting unnecessarily.

### COLLABORATION

**Team Network Building**
- Team Network Building: Works across departmental boundaries and avoids turf issues, exhibits brainstorming techniques and successfully collaborates in a team environment; builds internal and external partnerships to better accomplish goals, maintains good working relationships with co-workers, supervisors and public.

**Information Sharing**
- Information Sharing: Willingness to share knowledge, experience, time and talents with others and work in a team environment; determines needed information to staff in a timely manner.

### SERVICE TO CUSTOMER AND LSU

**Customer Focus**
- Customer Focus: Provides exceptional and responsive customer service to internal and external clients; resolves issues and assists employees and clients in a timely, friendly and effective manner when they request help; assumes ownership of problems and avoids finger pointing allowing the customer to feel that their issue is understood and will be acted upon.

**Institutional Focus**
- Institutional Focus: Supports LSU’s mission of achieving the highest level of intellectual and personal development; application of knowledge, and cultivation of the arts; effectively responds to the University’s evolving needs and expectations, represents the University in a professional manner to public (appropriate dress attire, respect for others, maintains a positive attitude).

### INTEGRITY

**Ethics**
- Ethics: Seeks decisions based on highest ethical standards; fosters a culture of trust and respect for others by behaving in a fair and ethical manner towards others.

**Compliance in Policies and Procedures**
- Compliance: Follows generally accepted standards and guidelines for professionalism, adheres to university and state standards of ethics and compliance; performs job duties in accordance with University policies and procedures, professional standards and practices and in accordance with relevant laws, regulations and practices.

**Attendance**
- Attendance: Maintains appropriate office hours; keeps tardiness and unplanned absences to a minimum.
Complete the:

- Ratings for behavior expectations
- Supervisor comments for behavior expectations
- Overall rating
- Performance Evaluation summary
- Overall evaluation signatures
Performance Log Tool

Track your employee’s performance year round

The employee can also use it to track their own performance
Overall Rating and Summary

The goal of every employee should be to be a successful employee!
**Overall Evaluation Signatures**

IX. OVERALL EVALUATION SIGNATURES

The Second Level Evaluator should review and sign the evaluation before it is presented and discussed with the employee.

*My signature only indicates that this evaluation has been shared and discussed with me, and does not necessarily indicate agreement with its contents.*

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<tr>
<td>SECOND LEVEL EVALUATOR</td>
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<tr>
<td>EMPLOYEE*</td>
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</table>
Give the employee comments page to the employee after the evaluation is completed.

The employee has 2 business days after receiving the evaluation to return this page.

*Classified employee official review date*
## Choosing a Performance Rating

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Both exceptional employees and successful employees consistently perform job duties, meet performance goals and supervisor’s expectations.
An exceptional employee consistently exceeds goals; anticipates & takes on additional duties beyond major responsibilities.
A successful employee completes and verifies own work in a timely, accurate and thorough manner.
<table>
<thead>
<tr>
<th>FY 2015</th>
<th>Unclassified</th>
<th>Due in HRM by:</th>
<th>Performance Period:</th>
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<tr>
<td></td>
<td>Classified</td>
<td>July 31, 2015</td>
<td>Performance Period:</td>
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<td>July 1, 2014 - June 30, 2015</td>
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Questions?

8-8200
hr@lsu.edu