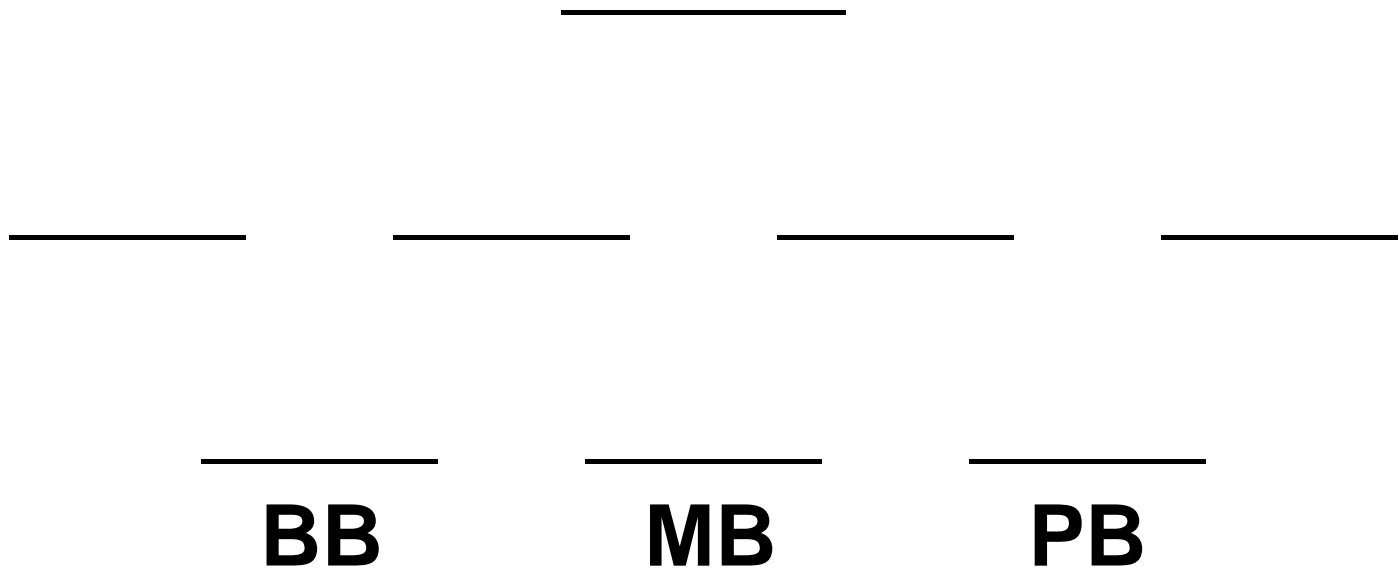


# Performance Appraisals





# Performance Appraisal & Communication



# OBJECTIVES

- DESCRIBE PURPOSES OF PERFORMANCE APPRAISAL
- DEFINE PERFORMANCE APPRAISAL
- ANSWER W'S OF PERFORMANCE APPRAISAL
- REVIEW CYCLE APPRAISING PERFORMANCE
- PREPARE *BRIEF* JOB DESCRIPTION
- WRITE PERFORMANCE EXPECTATIONS
- REVIEW APPRAISAL FORMS\POLICY
- COMPLETE APPRAISAL EXERCISES
- Q & A'S





# DEFINITION

**OBSERVE** and **EVALUATE** an employee's performance in relation to **pre-set** performance standards.

Review accomplishments of previous objectives and set new goals.



?

**WHY IS IT REALLY  
NECESSARY TO  
APPRAISE  
PERFORMANCE?**





# WHY Performance Appraisal ?

- **Communicate** goals and **Objectives** aligned to the College's mission.
- **Provide feedback** to employees **about** their **performance**.
- **Establish** a **development plan** for employee based on areas for improvement and needs for future roles.
- **Tool** supervisors use to **determine salary increases**, promotion and terminations.
- **Legally Defend** employment decisions.
- **Comply** with College procedures

# THREE W'S AND HOW

- **WHO?**

- ❖ SUPERVISORS DO EVALUATIONS



- **WHAT?**

- ❖ COMPLETION OF JOB TASKS

- **WHEN?**

- ❖ NEW EMPLOYEES 3-6 MONTHS

- ❖ ALL ANNUAL APRAISALS DUE MARCH 15

- **HOW?**

- ❖ SPECIAL CARE AND RESPECT

# Performance Appraisal Process

Establish Standards

*Preparation*

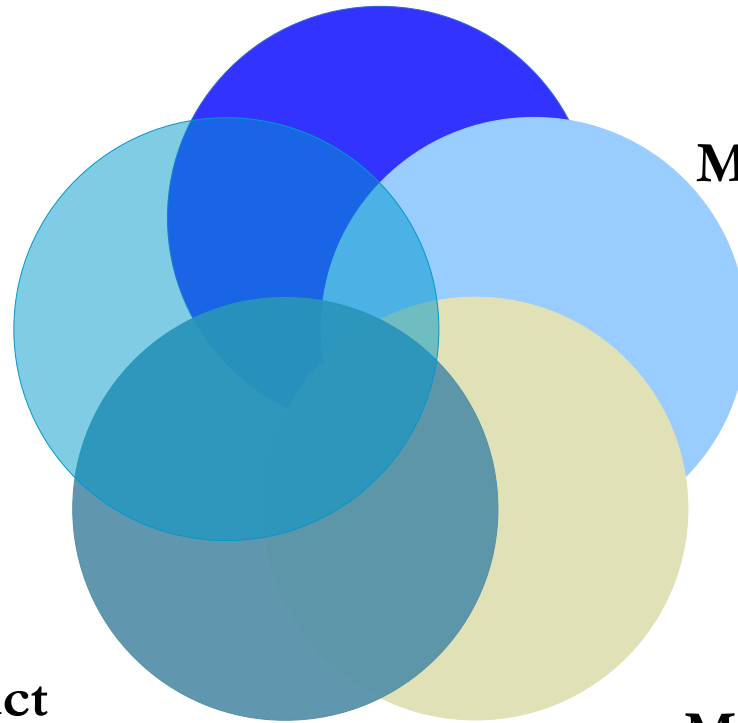
Phase I

**FOLLOW UP**  
[ONGOING]

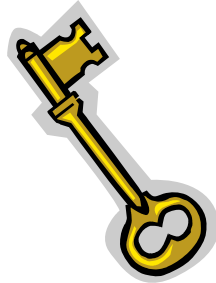
**Monitor Performance**  
Phase II

**Conduct  
Evaluation Interview**  
Phase IV

**Make Evaluations**  
Phase III



# Phase I Preparation



## **Key Activities [Performance Factors]**

- **Included in Job Description**
- **What tasks need to be done**



# **ID Key Activities**

## **Office Medical Assistant**

- 1. Answers telephone appropriately and acts as receptionist to include scheduling of appointments, and taking accurate messages.**
- 2. Records daily cash collections on appropriate payment log.**
- 3. Contacts outside agency representatives to obtain necessary information.**
- 4. Performs other duties as assigned.**



# ID Key Activities

List **5** Key Activities of YOUR Position:




# Establish Performance Expectations

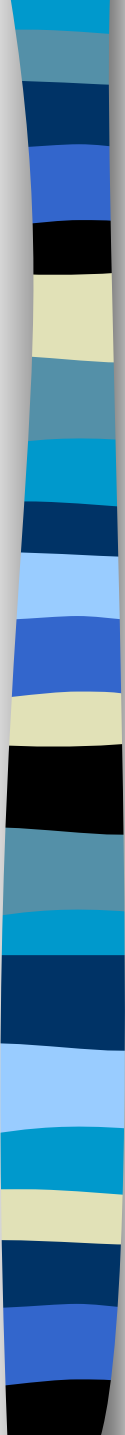
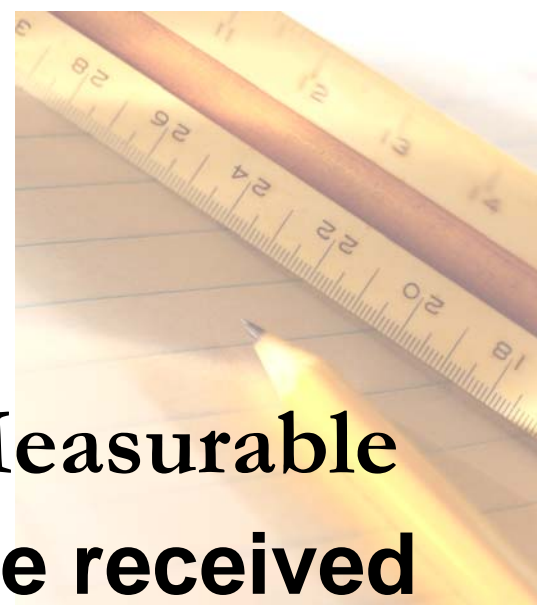
## PHASE I

- **Answer incoming calls in fewer than 3 rings**
- **Document phone messages with an error rate of less than 2%**
- **Records daily cash collections on appropriate payment log with 100% accuracy**
- **Contacts a practitioner when appropriate.**
- **Does not contact specialist unless directed to by practitioner. All to be met 100% of the time.**

# QUALITY INDICATORS

**Specific, Observable and Measurable**

- **PBX logs indicate that we received 120 calls. All calls were answered in 2.5 seconds (1st or 2nd ring)**
- **Payment logs audit indicate that 98% of cash collections were entered accurately.**
- **Practitioners were only contacted when directed to do so.**





# QUALITY INDICATORS

- List **3** Quality Indicators of **YOUR** Position:

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# Monitoring Performance

## PHASE II

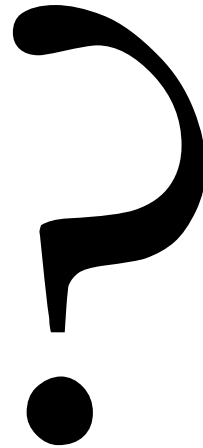
### Monitoring performance includes:

- Ongoing narrative log of employee's performance.
- Recording critical incidents - good or poor performance as they occur.
- Request input from other supervisors
- Refer to existing information...attendance records, project status reports, monthly reports, etc.

# SUPERVISOR MAKES EVALUATION

## PHASE III

**How Would Your Supervisor  
Monitor Your Performance?**





# MAKE EVALUATION PHASE III

Supervisor determines whether employee  
Performance:

- **Exceeds Expectations**
- **Successful Performer**
- **Needs Improvement\***
- **Unsatisfactory\***



# **MAKE EVALUATION PHASE III**

- **Exceeds Expectations**
  - Going beyond “CALL of DUTY”
- **Successful Performer**
- **Needs Improvement\***
  - Ongoing problem(s) performing task(s)
- **Unsatisfactory\***
  - Work performance unacceptable

# YOUR PART IN EVALUATION

## Phase III



- **Keep accurate records of assigned tasks**
- **Write down goals**
  - **When they were accomplished**
- **Don't have to rely on memory**
- **Keep personal biases in check.**





# Summary

- **Know what your supervisor expects from you**
- **Make sure your job description stays UP to DATE**
- **Communicate any concerns you have about your job**
- **Tell your boss how much you appreciate them**



# Summary

REMEMBER

Appraisals are due **March 20**

# Questions????



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## The End