

## Effective Phrases for Performance Evaluations



### Goal Setting

Promote Better Listening

Show that you are engaged in conversations by asking open-ended questions.

Boost Customer Service

When there's an issue, follow up to discover what we could have done better.

Foster a Better Attitude

Ensure that your tone, body language, and other non-verbal cues convey the proper respect and attitude toward others.

Nurture Diversity

Appreciate the unique perspective, skills, and experience that each person brings to the team.

Encourage Initiative

Seek ways to assume responsibility beyond your current job description.

Improve Communication

Anticipate what I, as your manager, need to know and provide that information. In turn, I will keep the crew informed.

Improve Planning

Before beginning a project, identify all the resources required, including staff, funding, materials, and other support.

Foster Leadership

Work to discover the issues that prevent team members from performing at the highest possible levels.

Spur Creativity

Build relationships that foster collaboration and exchange of new ideas.

Source: *2600 Phrases for Setting Effective Performance Goals*, Paul Falcone

## Performance Improvement

Topic	Instead of	Try this
Quality of Work	Bill's work has been sloppy lately.	Bill has had four complaints from the public in the last three months about information he provided that turned out to be incorrect.
Quality of Work	Beth's productivity is not satisfactory.	Beth regularly takes longer to complete training than should be necessary. For example, Beth took two days to complete XXX training which was four hours too long for the training.
Timeliness	Jackie's attendance needs improvement.	Jackie has been absent 8 times this quarter. On 6 of the 8 times, Jackie called in less than one hour before her shift started. Not only is this a problem for her co-workers, but it costs overtime to cover her shift.
Communication	Bailey's communication needs improvement.	Bailey's reports do not use correct grammar and they contain significant spelling errors. Bailey needs to ensure his reports are grammatically correct and contain no spelling errors.

## Positive Reinforcement

Topic	Instead of	Try this
Job Knowledge	Jaclyn's knowledge of the job functions is commensurate with her time in the position.	Jaclyn clearly understands the process for issuing permits. She was proactive in requesting training on a new system to ensure she did not make errors in issuing permits.
Dependability	I can depend upon Sam to do a good job.	Sam is ready to start his shift on time. He has been prepared to testify when called to court. Sam ensures that he has reviewed his reports and is able to testify in a clear, concise manner.
Teamwork	Randy works well with the rest of the crew.	Randy is consistently considerate in his relations with others. He regularly asks his co-workers if he can assist them. Randy provided backup for the Tools & Equipment project team during vacation periods and spent time to ensure he knew the correct procedures.
Customer Service	Dorothy does a good job with customers.	Dorothy demonstrates respect for the public in her interactions with them. During the year, I received three phone calls complimenting Dorothy on her prompt response to issues.
Judgment	Charles has consistently used good judgment in his day-to-day decision making.	On a residential fire in March, Charles quickly recognized and prioritized the most important activities. He alerted the IC and took action to ensure the proper safety precautions were followed.