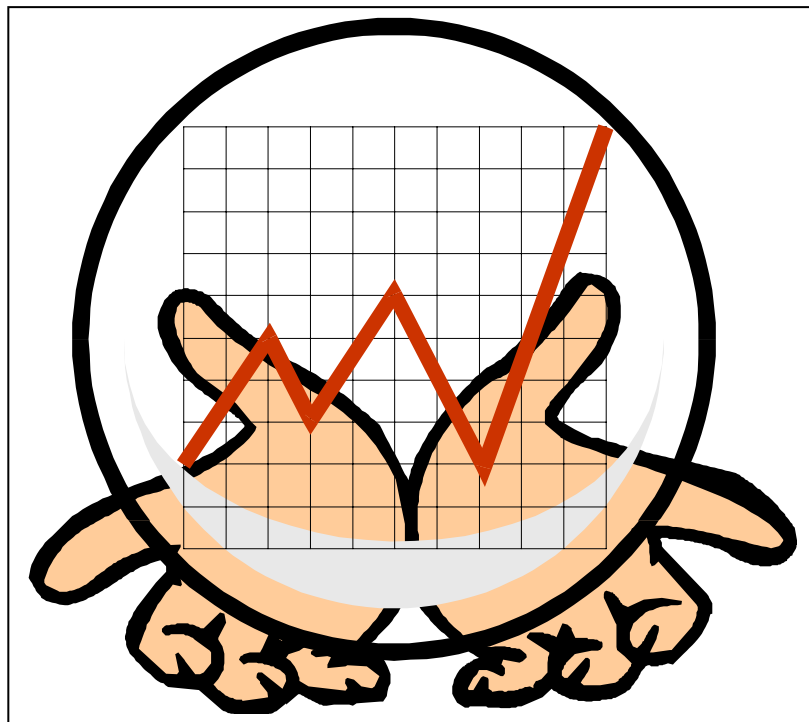


# Performance Evaluation Tool



An additional resource to  
The Customer Response Management Handbook

By Darlene D. Richard

[www.CustomerResponseINTEGRITY.com](http://www.CustomerResponseINTEGRITY.com)

## Performance Evaluation Tool

The Performance Profile is designed to ensure performance evaluation criteria are fair and achievable. Both you and your team leader will complete this tool. In this way you will work together to establish more effective standards to evaluate your performance.

If you have any questions about these forms, do not hesitate to ask your team leader, the trainer or manager.

### *Instructions*

In this section you will find 24 sets of four statements that describe the potential competency and performance for the nature of this role. Both your team leader or manager and you will complete this and review the results together to establish the performance objectives for your role.

Of the four statements, please indicate which one describes the performance you consider the most important in the role, by placing an "M" in the box corresponding to your choice. Looking at the three statements left in each category, place an "L" in the corresponding box you believe is the least important for the role. Two boxes in each category should simply be left blank.

Remember, there are no right or wrong answers; your selections represent your opinion.

### **Example:**

1.	<input checked="" type="checkbox"/>	Always am able to show polish & style in completing my work.
	<input type="checkbox"/>	Be ready to take risks in the job - (not physical risks).
	<input checked="" type="checkbox"/>	Always be diplomatic in dealing with others
	<input type="checkbox"/>	Be satisfied with things they way they are.

By marking the above in this way, you understand that in your present role it is "Most Important" for you to always be polished. On the other hand, it is considered "Least" important for you in your present role, to be diplomatic.

Thank you for taking time to complete this form. Please hand your completed form back to the person administering it.

## Performance Evaluation Tool

In each of the boxes on the left, indicate (M) for most important and (L) for least important of the four attributes in each of the following sets of statements. There are no right or wrong answers, this is your opinion.

1.

	Am always ready to help other people take a happy positive attitude.
	Am always quick to take the initiative without fear of failure.
	Am precise & meticulous in completing of work assignments
	An even-tempered regardless of the circumstances facing me.

2.

	I am well regarded for my efforts.
	I'm always ready to give a kind word & helping hand to others.
	I'm always prepared to put up with any job requirement.
	I'm able to show a strong presence in a working situation.

3.

	I'm respectful of all people I deal with in the work environment I'm ready & able to create new ways to achieve results.
	I try to keep looking on the bright side at work.
	I fit in with what others want.
	I active look for new ways & creative solutions to achieve results for myself & others.

4.

	Comfortable asking about aspects of the role where appropriate.
	I'm flexible enough to adapt quickly to change.
	I'm self controlled enough to demonstrate no change of manner regardless of the difficult situation I may find myself in.
	I have a sense of humour & attitude that protects me from taking things too seriously.

5.

	I like things to remain the way they are.
	I'm a positive person at work.
	I realise people may say & do things they don't mean in a work situation.
	I'm able to remain serene & peaceful when situations get out of hand.

6.

	I have the ability to mix easily with a variety of types of people.
	I'm ready to get involved in almost any sort of activity.
	I'm able to be lenient & forgiving of others when it comes to innocent mistakes.
	I'm able to show an experienced, worldly approach when I'm dealing with people who expect it.

7.

	I'm an activist & will speak out on things that are not right.
	I'm self-controlled & able to be trusted with all business matters
	I get along with others & can establish & maintain close working relationships with colleagues.
	I pride myself on my accuracy with all my work.

8.

	I enjoy having variety in my work & am happiest when I'm multi-tasking.
	I can bring single-minded focus to any work objective when necessary.
	My friendly & helpful attitude is apparent to my colleagues.
	I'm able to get others to like me & appreciate my contribution.

9.

	I'm able to gain approval from others because of what I say & do.
	I'm very pleasant & non-threatening so everyone feels at ease around me.
	I'm able to hand on to ideals & the vision even against others who want me to change.
	I'm able to accept the need for control by the organisation

10.

	My creativity allows me to see original ideas & practices to the work place.
	I'm willing to defer to the needs of others at work.
	I have the ability to persuade people to my point of view.
	I'm seen as gentle in the way I deal with others.

11.

	I'm able to conform with the ideas & directions others which to take.
	I'm bold & do not fear attacking problems & opposition.
	I enjoy dealing with people (staff or customers) & have the ability to create an environment where they can easily relax.
	My loyalty to the organisation, the department & my boss is unshakable.

12.

	I am a detail-oriented person.
	I can see a positive victory or outcome in most situations.
	Willing to carry out directions & instructions accurately.
	Ensure that the team doesn't take things too seriously.

13.

	I always try to take another persons point of view in to account.
	I'm a person who fits well into others' plans.
	People rely on me to be happy in all situations.
	I have no trouble competing with others for time, position or other goals.

14.

	I am always willing to give others assistance.
	When I approach work, I'm very self-disciplined.
	I'm enthusiastic, interested & excited about the work I do.
	People count on my persistence toward a work objective.

15.

	I'm able to fit in with others easily.
	I'm eager to get involved with any activities.
	I have great determination to carry out tasks regardless of the difficulties.
	I consider carefully new ideas & activities.

16.

	I find it easy to make quick decisions.
	I watch myself around others to always behave the way they would expect me to.
	I'm able to handle situations in a controlled & planned manner.
	Conversing about work & people comes easily to me.

17.

	I'm able & ready to easily mix with others.
	I'm self-reliant in completing my daily work load.
	People have noticed that I'm very soft spoken when I'm dealing with others.
	When dealing with long-term projects & handling people I seem to have unending patience.

18.

	I'm always ready to accept & tolerate different points of view.
	I confirm that what has to be done is always appropriate for the situation.
	I try to always be sympathetic when I'm dealing with the concerns of others.
	I'm good at stating my ideas & opinions strongly but am always open to considering others ideas, as well.

19.

	It is easy for me to demonstrate an easy, smiling manner whatever is happening around me.
	Risk taking is something I'm ready for.
	I can be very calm, unbiased & unemotional in work situations.
	Being a good listener is easy for me & I want to be known for being receptive to new ideas.

20.

	I can sometimes be overly enthusiastic & pushy when it comes to expressing my own opinions & it may be at others expense.
	I would rather let others set the standards & rules for my work time.
	I constantly guard against & avoid conflict & antagonism at any cost.
	It is easy for me to make other people happy, excited & interested.

21.

	When I complete my work it always appears polished & professional.
	I could have been a diplomat.
	I would prefer for things not to change from the way they are now.
	I would consider taking risks in the job as long as they weren't physical risks.

22.

	Although I always aim to complete my own work well, I'm always willing to help others too.
	I don't have a problem fitting in with others.
	I like being involved with what's going on - I like to keep active.
	Team spirit & energy are apparent in everything I do.

23.

	When difficult situations or people are about I'm willing to be brave in tackling them.
	My approach to all situations is very cautious & careful - I'm not a willing risk taker.
	It's a life goal of mine to inspire others through leadership & charm.
	It's easy for me to fall into line with what others want.

