

CSU Fullerton ASI Workshop

Performance Evaluations And Supervising as Coaching

Ask. Know. Encourage.

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Dr. Pat Hosegod Martin

Pmartin@calpoly.edu

(805)235-4915

Describe some of your challenges in evaluating your student employees:



Historically, there are four main reasons why we evaluate performance:

1. _____

2. _____

3. _____

4. _____

List some reasons why we might see poor work performance in others:



What do we evaluate?

Things that are _____

_____ not attitude or personality

Tasks which an employee has been _____ to do
_____ standards

Performance Feedback

The following examples are comments made in support of an employee's rating on his or her performance evaluation. Your task is to determine if the statement is a specific description of behavior or results; if not, rewrite it to describe in more specific terms the performance which the employee had exhibited. You may make any assumptions that you want about the level of performance and which is required for the employee to meet acceptable standards. The person being evaluated is in parenthesis before the performance statement.

Example:

(Paris Hilton, Receptionist) "Your appearance is good, but you need to work on customer relations". If necessary, rewrite: *"Ms. Hilton, we receive positive comments from customers regarding your professional appearance. Seven customers have complained in the last three days that you are too curt with them when you greet them."*

1. (Donald Trump, Public Relations Manager) "You're late to work too often. That's got to stop."

If necessary, rewrite:

2. (Jennifer Aniston, Retail Manager) "Ms. Aniston, you continue to do a god job maintaining the excellent appearance of the store. You are very organized and continue to make improvements. You respond well to suggestions made by your supervisor."

If necessary, rewrite:

3. (Simon Cowell, Talent Recruitment Manager), "You work well with supervisors, but other employees don't trust you."

If necessary, rewrite:

4. (Mickey Mouse, Animator), "Mickey, your attendance record is one to be proud of. I'm always confident I can depend on you when needed."

If necessary, rewrite:

5. (Austin Powers, Secret Agent) "Mr. Powers, your reports are always submitted in a timely fashion, but there are always a lot of typos in them."

If necessary, rewrite:

6. (Howard Vons, Grocery Store Checkout) "Your register almost always balances, but you are too slow in checking."

If necessary, rewrite:

7. (Homer Simpson, Nuclear Plant Operator) "You tend to react a little slowly during our simulated nuclear meltdown drills."

If necessary, rewrite:

8. (Martha Stewart, Home Management Specialist) "Martha, you're not quite as friendly and courteous with customers as you should be."

If necessary, rewrite:

9. (Mr. Clean, Custodian) "The men's room has looked a little sloppy lately."

If necessary, rewrite:

10. (Emeril Lagasse, Chef) "Emeril, you have done a great job developing some new menu items this year. Our customers are very pleased with your efforts."
If necessary, rewrite:

Coaching

The Magic of Listening:

The Power of Questions:

Closed questions: _____

Open questions: _____

Indirect questions: _____

Leading questions: _____

Loaded questions: _____

Limited option questions: _____

Stacked questions: _____

Why questions: _____