



Individual Competencies	Individual Competencies
<p><b><u>Communication:</u></b> Speaks clearly and understandably, listening well, keeping supervisor and co-workers well informed. Deals with conflict directly without being confrontational. Develops and maintains positive and cooperative working relationships with others.</p> <p><i>Rating: 1 2 3 4 5 N/A</i></p>	<p><b><u>Adaptability/Flexibility:</u></b> Easily adjusts to changes in workload and procedures. Displays calmness, efficiency, rationality and a positive attitude, even under pressure. Helps others when needed. Willingly puts in extra time and effort in crisis situations.</p> <p><i>Rating: 1 2 3 4 5 N/A</i></p>
<p><b><u>Initiative:</u></b> Demonstrates ability to work independently with minimal supervision and assistance devoting the necessary effort and energy to do what is required consistently producing high quality work. Assumes responsibility to follow through on assignments making sure they are fully completed.</p> <p><i>Rating: 1 2 3 4 5 N/A</i></p>	<p><b><u>Problem Solving:</u></b> Recognizes and analyzes work related problems by reviewing information, conditions, options and solutions prior to taking action. Displays good judgment and sound thinking skills. Shows initiative and resourcefulness in solving problems. Is able to respond effectively in stressful or emergency situations.</p> <p><i>Rating: 1 2 3 4 5 N/A</i></p>
<p><b><u>Technical Knowledge:</u></b> Demonstrates sufficient skill and knowledge to perform all parts of the job effectively, efficiently and safely. Makes an effort to stay up-to-date in technical responsibility areas and seeks to continually improve and learn new skills.</p> <p><i>Rating: 1 2 3 4 5 N/A</i></p>	<p><b><u>Safety:</u></b> Takes responsibility for ensuring the proper use of personal protective equipment and supplies. Takes corrective action to eliminate potential hazards. Reports near misses so that potential injuries and accidents can be prevented. Actively participates in monthly safety meetings.</p> <p><i>Rating: 1 2 3 4 5 N/A</i></p>

<b>Other Specific Job Responsibilities</b>	
<p><b><u>Training:</u></b> <i>NOTE: Required</i></p> <p>_____ Orientation                      _____ Customer Service                      _____ Computer Training                      _____ Employment Hiring Process                      _____ PAFs Processing                      _____ Progressive Discipline                      _____ Grievance &amp; Complaint Procedures</p> <p><b>Rating: 1 2 3 4 5 N/A</b></p>	<p><b>Other:</b> _____  <b>Measurements:</b></p>          <p><b>Rating: 1 2 3 4 5 N/A</b></p>
<p><b>Other:</b> _____  <b>Measurements:</b></p>          <p><b>Rating: 1 2 3 4 5 N/A</b></p>	<p><b>Other:</b> _____  <b>Measurements:</b></p>          <p><b>Rating: 1 2 3 4 5 N/A</b></p>

**Supervisor's Overall Assessment Rating:** Total up the numerical sum of all rating scores, divide by the Number of squares used (excluding any boxes checked N/A).  
*Example: 35 divided by 10 boxes = Rating Score 3.5*

**Supervisor's Overall Assessment Comments:** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Employee's Comments:** (suggestions for the office, feedback on this review, requests for training or development needs):  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
(I acknowledge that this Performance Appraisal was discussed with me)

**Supervisor's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Division Director:** \_\_\_\_\_ **Date:** \_\_\_\_\_

<b>Managers/Supervisors Use Only</b>
<p><b>Note to Managers/Supervisor – real performance improvement is achieved through ongoing coaching of the employee, in which the supervisor provides immediate feedback.</b></p> <p><b>TRAINING: Training needed, suggestions and recommendations.</b></p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>Time line to complete: _____</p> <p>Budget Source to cover costs: _____</p>

Employee's Initials: \_\_\_\_\_