

## CRITICAL SUCCESS FACTORS

Using the Critical Success Factors agreed to for this evaluation period, evaluate your performance. You may use the performance definitions listed below and/or comment, specifying both areas of strength and areas for improvement. You are strongly encouraged to make comments.

Exceeds Expectations: Consistently exhibits behavior, when appropriate, creates opportunities to demonstrate behavior.

Needs Improvement: Occasionally exhibits this behavior.

Achieves Expectations: General exhibits behavior.

Unacceptable: Rarely exhibits this behavior.

### Supervisory/Professional Critical Success Factors - Review/Evaluation

**1. Planning & Organizing:** Establishes courses of action for oneself and/or others that are appropriately comprehensive and effective in meeting short-and-long term goals.

**Review/Evaluation**

**2. Manages Execution:** Assigns responsibilities; delegates and empowers others to accomplish assignments; when necessary, coordinates work efforts; monitors progress; gets things done.

**Review/Evaluation**

**3. Judgement & Decisiveness:** Makes timely and sound decisions based upon logical presumptions and which reflect factual information; understands the short-and long-term consequences when making decisions.

**Review/Evaluation**

**4. Quality-of-Service Orientation:** Makes effort to listen to and understand internal/external customers, anticipates their needs and give top priority to their satisfaction; displays sensitivity to their sense of urgency.

**Review/Evaluation**

**5. Performance Planning & Management:** Provides clear direction and priorities; consistently measures results; gives timely feedback and helpful coaching.

**Review/Evaluation**

**6. Fosters Teamwork:** Accomplishes tasks working with others, building effective teams committed to organization goals; fosters collaboration among team members and among teams.

**Review/Evaluation**

**7. Initiative:** Sets high goals/standards of performance for self and/or others; actively attempts to influence events; takes action beyond explicit job responsibilities.

**Review/Evaluation**

**8. Oral Communications:** Effectively gives and receives information; clearly presents ideas/tasks to groups/individual; actively listens to others demonstrating attention to and understanding of expressed comments and concerns.

**Review/Evaluation**

**9. Other (please define)**

**Review/Evaluation**

**10. Other (please define)**

**Review/Evaluation**

**11. Other (please define)**

**Review/Evaluation**

Staff Member Signature:

Date:

Place in my personnel file: \_\_\_\_ Yes \_\_\_\_ No