

- b. Communication Skills** - Acts and behaves in a manner that reflects respect, courtesy and civility, trust, inclusion and consultation. Establishes and maintains effective work relationships; offers assistance and support to co-workers. Understands lines of reporting, responsibility, and accountability. Demonstrates sensitivity to and awareness of differences in people of diverse backgrounds.
- c. Quality of Work** - Demonstrates accuracy, and thoroughness; displays commitment to excellence; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality. The employee follows through on assignments and completes them on time. Considers how the work compares to quality performance standards and position objectives.

d. **Meets changing demands** - Demonstrates a willingness to adapt to changing conditions in the work environment, including willingness to utilize new procedures, adapt to new technology, ability to work with changing workforce demographics, and assists in implementing changing-related activities.

e. **Customer Service Skills** - Provides consistent high-quality service using tact and courtesy during interactions with all customers (students, faculty, staff, public, and/or outside agencies). Is resourceful and timely in responding to customer's requests and questions. Note: Consider pattern of customer feedback.

f. **Team work** - Balances individual and unit responsibilities; gives and welcomes feedback; contributes to building effective interpersonal relationships, fosters cooperation and cohesion, participates in decision-making process and works well as a member of a diverse team. Willing to take on new projects and methods, support organizational goals, and demonstrates flexibility in response to changing circumstances impacting the team. Offers assistance and support to co-workers.

g. **Safety** - Identifies, corrects, and/or reports potentially hazardous or unsafe working conditions. Mitigates risk where appropriate through knowledge of policies and procedures. Works in a manner that promotes a safe working environment for self and others.

- h. Lead Responsibilities (If Applicable)** - Demonstrates the ability to plan, organize, delegate, and follow up on workflow to meet unit's goals and objectives. Provides clear expectations and constructive feedback to subordinates on a consistent basis. Consistently treats subordinates fairly. Works with management in a productive and professional manner to achieve unit's objectives.

Comments:

3. List any accomplishments since the last review cycle.

4. Describe new objectives you would like to complete for the next review cycle.

5. List Professional Development opportunities and activities you are interested in for the next review cycle.

(THIS WORKSHEET **WILL NOT** BECOME PART OF THE OFFICIAL PERSONNEL FILE)