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Packet

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Understanding Job Evaluations

SUCCESS IN THE WORKPLACE

Employee Evaluation

Work quality	5
Knowledge of job	5
Work skills	5
Enthusiasm	5
Initiative	5
Judgment	5



Job evaluations are also called performance evaluations or employee evaluations. Evaluations may occur every six months or once a year for most jobs. For new employees, they are often done within the first three or four months of their hire date. A manager usually completes the evaluation. The goal of a performance evaluation is to measure how well an employee is performing on the job. An employee evaluation will measure many different work related areas that your employer feels are important. Some common areas that are often measured and evaluated are: quality of work, communication, teamwork, attendance, punctuality, initiative, leadership, and dependability.

Generally, after the written job evaluation is completed, a meeting is held between the manager and the employee that is being evaluated. This meeting is often referred to as a review. The meeting is held to discuss the results of the employee's evaluation, to establish goals, to receive employee feedback, and to discuss possible rewards or consequences.

The employer will use a completed evaluation to make important decisions about the employee. A positive review can lead to several benefits for the employee. Very often, raises and promotions are based on positive reviews. Also, an employee may receive a better work schedule and/or an opportunity to work more hours. Further, a good review may lead to more responsibilities and an opportunity to work in a more desired position within the company.

Answer each question with a complete sentence on a separate piece of paper.

1. What is another name for job evaluation?
2. How often are performance evaluations done?
3. What is the goal of a performance evaluation?
4. What are five areas a performance evaluation will measure?
5. After the written evaluation is completed, what occurs next?
6. What are four benefits that an employee may receive for a positive evaluation?

A poor review can lead to serious consequences for the employee. If there are areas of concern in which the employee received poor or low scores, the manager will discuss what the employee needs to do in order to improve these areas as well as ask for the employee's feedback. Poor scores can lead to the employee not being promoted and/or not receiving a raise. In some cases, the employee may be placed on probation. **Probation** means that the employee will be closely monitored and will need to correct and improve the areas of concern. Usually, another evaluation is done within six months to see if improvements have been made. If improvements have not been made then the employee will mostly likely be fired.

PERFORMANCE EVALUATION						
Name: _____	Position: _____					
Date: ___/___/___	Period Covered: _____ to _____					
	1	2	3	4	5	n/a
Attendance						
Was punctual to start work						
Informed supervisor of absence or lateness						
Personal appearance						
Wore appropriate clothes or uniform						
Was neat and tidy in appearance						
Sense of responsibility						
Listened carefully to instructions						
Followed instructions fully						
Willingness to assist with various tasks						
Willingness to accept supervision & feedback						
Interest						
Showed interest in the position						
Showed interest in training						
Policy						
Adhered to policy						
Responsible attitude						
Quality of work						
Worked to capacity						
Fellow staff satisfied with quality/quantity of work						
Supervisor satisfied with quality/quantity of work						
Comments						
1 = Poor; 2 = Adequate; 3 = Good; 4 = Very Good; 5 = Excellent; n/a = Not Applicable						

7. If there are areas of concern on your job evaluation, what will the manager want to discuss with you?
8. What are three consequences of a poor evaluation?
9. When an employee is placed on probation, what must they do within six months?
10. In the performance evaluation example above, what are four different areas that an employee will be measured or evaluated on.

Effectively Handling a Job Evaluation

SUCCESS IN THE WORKPLACE

Most people are very nervous about performance evaluations. You may be able to lower your anxiety level and improve the outcome by following a few important steps.

FIRST, PREPARE YOURSELF FOR THE REVIEW: Before the meeting think of how you contributed to the business and why you are an asset to the company. Make a list of the most important ways your employer has benefited from your contributions. Don't brag about these to the employer, but instead if given the opportunity share actual examples of work you have done and are proud of.



SECOND, DEVELOP A WORK RELATED GOAL: Part of the process of a job evaluation meeting is to create a work related goal, such as learning a new skill or taking on more or new responsibilities. The manager will often ask what your goal will be and how you plan to accomplish it by the next performance evaluation. If you had a goal from last year's review, you will need to be able to explain how you accomplished that goal.

THIRD, REMEMBER TO REMAIN POSITIVE: It is important that you keep a positive attitude throughout the meeting. The manager will make suggestions on how to make improvements, which is referred to as constructive criticism. Look at this criticism as an opportunity to become a better employee. Be thankful for the advice and ensure the manager that you will work on improving the areas of weakness.

LASTLY, DON'T BE AFRAID TO ASK QUESTIONS: If you desire to move up in a company, express your desire to the manager. You may want to ask their advice and the best steps to achieve this. It is important to show your appreciation and passion for your job when you are being reviewed, doing so goes a long way in creating a positive image of you within the company.

Answer each question with a complete sentence on a separate piece of paper.

1. How do most people feel about employee performance evaluations?
2. When preparing for the review, what type of list should you make?
3. What type of goal should you develop for the review?
4. If you had goal from last year's review, what will you need to be able to do?
5. Going into the meeting, what type of attitude is it important have?
6. How should you respond to constructive criticism?
7. What should you not be afraid to do in the meeting?

CASE STUDY

Jak's Job Performance



Directions: Read the description of Jak's job performance at work and complete an employee evaluation as if you were his manager.

Jak has worked at his new job for four months. He works at Game Stop. He enjoys his job and thinks he is doing a good job. Jak takes pride in his appearance. Everyday, he comes in with a clean and ironed uniform. He is well groomed and is prepared to work. He gets along well with all of the other employees and has strong teamwork abilities. Jak is very outgoing and makes sure to greet each customer that walks in the door with "good afternoon or evening, welcome to Game Stop." Because Jak is a serious gamer, he knows a lot about the different games available. Therefore, he is very helpful in answering questions from customers and assisting them. Jak has not missed a day of work, but has been late about six times because he missed the bus. Jak has learned to perform many duties at work. He rarely needs to be told what to do. Instead, he takes the initiative when something needs to be done. He takes time to make sure shelves are well stocked, organized, and the store is clean. Lately, Jak has been learning to use the cash register. He has had some difficulty using it and tends to operate it slowly. He has also made several minor errors when using the register. The cash register seems to make him nervous and he would prefer not to use it.

Employee Performance Evaluation

EMPLOYEE'S INFORMATION	
Employee's Name:	Date:
Reviewer:	Period of Review:

Area Evaluated	Excellent	Good	Fair	Poor	Comments
Appearance					
Attitude					
Attendance					
Punctuality					
Customer Service					
Teamwork					
Initiative					
Work Quality					

Areas of weakness that need to be developed

Don't you think that Jak should be permanently hired at Game Stop, placed on probation, or fired? Explain your answer.



CASE STUDY

Jane's Job Performance

Directions: Read the description of Jane's job performance at work and complete an employee evaluation as if you were her manager.

Jane has worked at her new job for one year and is due for an evaluation. She works at a clothing store called Style. She is a sales representative. Jane loves clothes and talking with customers about clothes. Jane dresses very well for work and takes pride in her appearance. Jane is never late and has only missed a few days of work due to illness. Though Jane provides excellent customer service, she tends not to communicate well with her co-workers. Jane has been in several conflicts with her co-workers. Her co-workers have complained that Jane is not a team player; Jane resists performing many of her assigned duties such as folding clothes, cleaning the dressing room, or placing price tags on new clothes. When Jane is asked by the manager to do something, she often gives them attitude and sometimes ignores them. Jane prefers to run the cash register and assist customers with selecting clothes. Lately, Jane has been pulling out her cell phone to text friends. But, she only does it when customers are not watching. She has not yet been warned about this behavior. Jane has an interest in becoming a manager of a store in the future. She is thinking about taking business management classes at the local community college.

PERFORMANCE EVALUATION

Name: _____ Position: _____

Date: ___ / ___ / ___ Period Covered: _____ to _____

	1	2	3	4	5	n/a
Attendance						
Was punctual to start work						
Informed supervisor of absence or lateness						
Personal appearance						
Wore appropriate clothes or uniform						
Was neat and tidy in appearance						
Sense of responsibility						
Listened carefully to instructions						
Followed instructions fully						
Willingness to assist with various tasks						
Willingness to accept supervision & feedback						
Interest						
Showed interest in the position						
Showed interest in training						
Policy						
Adhered to policy						
Responsible attitude						
Quality of work						
Worked to capacity						
Fellow staff satisfied with quality/quantity of work						
Supervisor satisfied with quality/quantity of work						
Comments						

1 = Poor; 2 = Adequate; 3 = Good; 4 = Very Good; 5 = Excellent; n/a = Not Applicable

ASSESSMENT
Employee Evaluations

Name _____

Per. _____ Date: _____

Select the best answer for each question:

1. Another name for a job evaluation is

- a. a total evaluation.
- b. an employer evaluation.
- c. a performance evaluation.
- d. All of the above.

2. How often are job evaluations done?

- a. once a month.
- b. every 6 months or once a year.
- c. only when you start a new job.
- d. every two years.

3. What does a job evaluation measure?

- a. Quality of work.
- b. Communication.
- c. Attendance.
- d. All of the above.

4. After the job evaluation is completed

- a. it is handed to the employee immediately.
- b. a meeting is held between the employee and the manager.
- c. it is posted in the break room.
- d. None of the above.

5. A positive job evaluation can lead to

- a. raises and promotions.
- b. a better work schedule.
- c. an opportunity to work more hours.
- d. All of the above.

6. Being placed on probation because of a bad job evaluation means

- a. you will have to check-in with a probation officer.
- b. the employee will be closely monitored and will need to correct and improve the areas of concerns.
- c. you can't use any sharp tools.
- d. All of the above.

7. Before you meet with the manager to go over your job evaluation it is wise to make a list of

- a. things other people are doing wrong at work.
- b. things you dislike about your job.
- c. ways you have contributed to the business and why you are an asset.
- d. None of the above.

8. In the job evaluation meeting it is important to

- a. remain positive.
- b. speak your mind.
- c. criticize the boss.
- d. All of the above.

9. In the evaluation meeting if you desire to move up in the company, you should

- a. demand a promotion.
- b. beg for a promotion
- c. express your desire to move up in the company.
- d. None of the above.

True or False

10. _____ The goal of a performance evaluation is to measure how well an employee is performing on the job.
11. _____ A job evaluation meeting is held to discuss the results of the evaluation, to establish goals, to receive employee feedback, and to discuss possible rewards or consequences.
12. _____ A poor job evaluation will most likely lead to a promotion or a raise.
13. _____ Part of the process of a job evaluation meeting is to create a work related goal.
14. _____ It is important look at criticism in a job evaluation as an attack on your performance, which you need to defend.

Performance Employee	Constructive Criticism Employer
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Select the best term from above for each sentence.

15. _____ A measure of how well something is done.
16. _____ Someone that works for a business or organization.
17. _____ Feedback and suggestions on how to improve yourself.
18. _____ The person or company that employs others.

19. *What are three benefits an employee may gain from obtaining a positive employee evaluation?*

Self-Advocating Practice

Role-Play Scenario

10. At staff meetings your boss only gives the information verbally, but you struggle to write down all the words. You would like a copy of the important information.



1. State the problem.

(I struggle.../It is difficult.../I don't know.../It's hard for me...)

2. Explain how you tried to solve the problem on your own.

(I have tried.../I have used.../I have asked...)

3. State what you need that person to do.

(Could I please.../Could you please.../It would be helpful if...)