# **C:\Users\hatemr\Desktop\Logos\logo.jpgSupport Staff Performance and Development Program**

Employee Name: Employee #:

Position Title: Date of Discussion:

Manager Name: Dept./School:

Last Review Date: Review Period: ⃝ Annual ⃝ other (e.g., Secondments)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## Section A: Past Objectives and Accomplishments

List goals and objectives from the previous review.

| Past Goals & Objectives | Key Results Achieved | Assessment/Comments |
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## Section B: Competencies

### Technical Skills:

* Completes daily/weekly/monthly tasks on time.
* Demonstrates thoroughness and accuracy in all work.
* Sets work priorities and related timelines.
* Able to anticipate when delays may occur or when deadlines need to change and notifies the manager in a proactive way.

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| **Employee Comments:** | **Manager Comments:** |
| ⃝ Above Expectations ⃝ Achieves Expectations ⃝ Approaches Expectations ⃝ Requires Improvement | ⃝ Above Expectations ⃝ Achieves Expectations⃝ **Approaches Expectations** ⃝ Requires Improvement |
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### Professional Skills:

* Understands procedures, policies and duties required for the present role.
* Clarifies job expectations and timelines as needed. Undertakes additional work when required.
* Handles and accomplishes multiple assignments/projects.
* Accountable for performance of duties and assumes responsibility when things do not go as planned.

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|  |  |

Legend:

**Above expectations:** the employee went above and beyond duties of the role **Approaches expectations:** the employee was satisfactory in his/her performance

**Achieves expectations:** the employee met duties of the role in an expected fashion **Requires improvement:** the employee did not meet basic job requirements

## Innovation:

* Recognizes problems and responds with systematic gathering and analysis of information and options. Approaches problems with a solution focused attitude.
* Troubleshoots and resolves problems.
* Assists others in identifying problems and solutions.
* Discovers new and better ways of completing tasks. Focuses on the continuous improvement of processes and procedures.

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## Team Contributions:

* Open to ideas of others and interacts with others in a cooperative and positive manner.
* Displays a positive attitude about the day to day completion of work within the department/school.
* Offers to assist other team members when necessary or required.
* Adapts work style to work effectively with others.
* Shows respect and values others by soliciting their input.
* Recognizes and supports the inputs and accomplishments of others.

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## Interpersonal Communications:

* Aware of the impact of verbal and non- verbal communication and adjusts personal responses accordingly.
* Demonstrates effective listening skills.
* Responds well to constructive feedback. Uses feedback to improve work performance.
* Shows respect and empathy for others as well as, an appreciation for individual differences. Actively supports practices that foster diversity and inclusivity.
* Handles situations with conflict in a proactive and solution focused manner.

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## Student Success:

* Maintains a professional demeanor with all staff, students and colleagues both within and external to the College community.
* Actively listens to client/student concerns and takes appropriate action.
* Demonstrates flexibility in responding to client/student needs to ensure satisfaction.
* Contributes to the College’s mission, vision and values by providing timely and accurate information to staff, students and external to the College community.

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## Initiative:

* Works in a self-directed manner.
* Suggests or takes action in a resourceful and independent manner.
* Strives for excellence in their work performance.
* Uses feedback and constructive criticism to continuously improve performance.
* Offers suggestions for continuous improvement. Looks for ways to enhance the effectiveness and efficiency of work processes.

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## Leadership:

* Delivers and follows through on commitments.
* Embraces change and adapts positively to departmental/organizational changes.
* Demonstrates the College’s values of Caring, Learning, Integrity, and Respect.
* Learns and adapts when facing new challenges.
* Commits to improving knowledge, skills and abilities through continuous learning.

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## Section C: Goals for the Coming Year

In collaboration, the manager and employee develop objectives that are specific, measurable, actionable, reasonable and time-based. The objectives should cascade from the departmental/school operational plan and strategic direction of the College.

| Goals and Objectives | Key Results to Achieve | Activities/Resources which will assist in reaching this goal | Target Date for Completion |
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## Section D: Professional Development Plan

Add description

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| Area of Development & Desired Outcome | Development Strategies | Manager Actions | Start & End Dates | Progress Review |
| What will I be able to do better or differently in my role? | To achieve this outcome, I will … (meet with, observe, research, study, practice, teach, attend, etc.) | What supports can my manager provide to assist in reaching developmental goals? | Dates which you expect to start and complete your goals. | Check in periodically and record date, progress and comments |
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**Section E: Employee Reflection**

**What do you consider to be your key achievements over the past year? Of what are you most proud?**

**Were there any “missed opportunities”? What can be done to prevent this from happening in the future?**

**What do you need to be successful in your job?**

**Are you interested in growth and/or career advancement opportunities? How can your manager assist you to achieve this goal?**

**Employee Comments:**

**Manager Comments:**

**I have read and understood the feedback given and provided in the PDP document.**

Employee Name: Employee Signature:

Date:

**I have met with my employee to discuss the feedback contained in this evaluation.**

Manager Name: Manager Signature:

Date:

Senior Manager Name: Senior Manager Signature:

Date: