



Preparing for
Your Performance Review
(A Staff Perspective)

Why do a performance review?



Performance reviews help to:

- Encourage the flow of communication
- Connect Individual jobs to the mission of Five Colleges
- Improve job performance
- Promote effective job performance
- Facilitate employee development

Preparing for Your Review:

The key to getting the most out of your review is preparation!

Here are some things you can do before, during and after your review meeting.



Before your review:



Familiarize yourself with the [performance review form](#).

The form describes the criteria by which you will be evaluated.

All forms are in the
Common/2016 Performance
Management Review file

Before your review:

Review your job description.

Refresh your understanding of the duties and responsibilities of your position. You can get a copy of your job description from your manager or by asking Barbara Lucey or Yvette Morneau.

Before your review:

Gather information about your activities and accomplishments during the past year.

- Accomplishments are not always in public view. Your supervisor may not be aware that you participated in a committee, or other college wide activity or that you took a class to expand your skills.
- If you haven't been keeping track, spend some time figuring out what you've accomplished since your last review. Think about how your employer has benefited from your work.
- Draft a summary of your accomplishments (you can use page 2 of the Employee Preparation Guidelines) from major to minor and send it with a note to your manager.

Before your review:

- Review goals set during your previous review.
 - Think about future goals and training needs.
- and finally...
- Be mindful of your perspective and feelings.



During the Review:

- Breathe

This meeting should be a two way communication at its best. Yet, both parties sometimes may get nervous at review time.

- Listen

Listening is one of the most important skills which nets many rewards. Listen with an open mind.

- Accept praise
graciously

- Share

If your supervisor is working with incorrect information don't be afraid to offer the correct information. Share your thoughts, insights and concerns in a constructive way.

During the Review...

4A

Remember to use the 4A formula especially when you are receiving developmental or critical feedback.

- **Anticipate** (approach your review with a mindset of inquiry)
- **Ask** (ask yourself some questions like how could I have done this better, ask for examples to clarify certain points)
- **Agree** (find something in the content of the review that you agree with, this sets a constructive tone to the discussion)
- **Analyze** (think and compose your thoughts before you respond or react. If necessary, take time out. Use the time to check the validity of the feedback. In some cases you may want to request a follow up meeting to address the issue.)

During the Review:

It's not what you say, it's how you say it.

It's often a challenge to phrase a comment or question and this may require some practice. If your supervisor made a mistaken assumption, point that out diplomatically. Keep in mind that your supervisor normally wants you to succeed. Page 3 of the Employee Preparation Guidelines will give you some practice on how to phrase your comments and/or questions.

After your review and going forward:



- Set new goals
- Develop a training plan

A performance review not only looks at past performance but maps out future goals. It is as much a look forward as a look back. So, be sure to discuss future goals. Participate in the goal setting process. Offer solutions to past obstacles and receive suggestions with an open mind.

Remember, performance review is ongoing...

- During the year, if you don't know how you're doing, take a moment to review your goals and see if you're on track.
- Keep a written record of your progress in a log or report.



What should you take away from a performance review?

Ultimately, your review should be regarded as a learning opportunity. You should be able to take away valuable information whether it's about yourself and/or your reviewer and use it to enhance your performance.

What should you do if you get a poor review?

If you feel you have received an unfair review you should consider responding to it. But first wait until you can reflect on the review objectively. If you finally conclude that the review was truly unjust, set up an appointment to meet with your reviewer.

First, acknowledge the points that were correct, and then counteract those that you feel were incorrect with clear examples. A paper trail is always helpful. If you have anything in writing present it to support your point of view.

Questions?

If you have any questions feel free to call me.

Barbara Lucey,
Five Colleges, Inc.
Treasurer 542-4004