

Coaching Resources

Suggested Wording for Performance Levels

<u>Below Expectations (Level 1)</u>	<u>Meeting Expectations (Level 2)</u>	<u>Exceeding Expectations (Level 3)</u>
Employee does not consistently and independently meet expectations outlined in the measurement factors or whose performance is clearly unsatisfactory and consistently fails to meet requirements and expectations.	Employee meets expectations and/or sometimes exceeds expectations outlined in the measurement factors.	Employee consistently performs at an exceptional level and frequently exceeds expectations outlined in the measurement factors. In addition to being a role model, the employee consistently demonstrates initiative, performance excellence, and strives to improve the work unit by implementing its mission and values.
<u>Words for Level 1</u>	<u>Words for Level 2</u>	<u>Words for Level 3</u>
Needs improvement	Manages time well	Adapts to change well
Work suffers from lack of follow-through	Happy to be at work	Works well under pressure
Documentation is lost	Has a pleasant personality	Maintains a positive attitude
Deadlines are not met	Is highly conscientious about the quality of work	Is someone that can be depended on
Forgets to	Pays attention to details	Seeks out responsibility and follows through
Work is not completed	Meets requirements	Goes beyond the call of duty
Gets annoyed when	Reports problems immediately	Exceeds expectations
Rude	Courteous and helpful	Sees professional development opportunities
Poor customer service	Offers workable solutions	Anticipates a problem before it occurs
Focuses on less important tasks	Uses good judgement when problem solving	Resolves problems quickly and efficiently
Makes assumptions	Ask questions	Answers questions promptly
Comes to work late repeatedly	Usually adjusts well to changes in the work place	Can identify the problem and offer creative solutions
Fails to turn in reports, forms, etc.	Maintains good customer relations	Has initiative and enthusiasm at work everyday
Uses condescending tones when talking to others	Maintains good working relations with co-workers	Looks for ways to improve work process & customer service
Needs direct supervision even for everyday tasks	Team player	Straightforward, honest and polite
Gets flustered in unusual situations	Consistently arrives to work on time	Always willing to help co-workers, CU staff/faculty & students
Does not make the best decision to fit the situation	Takes pride in their work and strives to improve	Always on time and at work
Not cooperative	Improved attendance	Quality of work is outstanding
Displays negativity when working with others	Adheres to lunch and break schedules	Works through conflict for positive solutions/results
Rarely offers to assist others	Treats others fairly and without prejudice or bias	Learns from conflict and makes appropriate changes
Calls in often late to work	Does not initiate conflict	
Leaves work to run personal errands	Takes initiative to address concerns with other staff in a timely manner	
Leaves work area unattended		
Complaints about the quality of work		
Quality of work is unacceptable		