



Employee

Preparing for the Performance Review

1. Be an active participant: Review your own performance ahead of time and prepare one or two examples of outstanding service you have provided. Be objective and note places where you might improve or resources you might need to do a better job. Identify barriers to your performance and solutions you can offer for those barriers. If you had a "customer service nightmare" during the rating period, be prepared to discuss what you learned from that experience and how you will use the experience to offer better service in the future. Remember, it's not just what happened - but what you learned from what happened that counts!

- Throughout the year, use your Journal Entries to note examples of your performance, plus feedback you receive from your colleagues, students, and others with whom you work

2. Have an open-mind and be proactive: If you go into the process thinking the review is a waste of time or go in prepared for a fight, then nobody will win. Think ahead about what you can do to make the review work for you. Using an Outward Mindset tool like Start in the Right Way can help. Assume that you and your manager are on the "same side of the desk" and that your manager is working towards the same goals as you are - better results for you, YC, and our students or customers.

3. Have an Outward Mindset: You can only control one side of the performance review. Managers sometimes feel awkward and uncomfortable providing feedback or they may not have prepared adequately for the review, they may not have skills, or they may not completely understand the process. Give your manager a break - they may be new at it! Regardless of how well the manager does, you can always learn something from the process. Prior to the review you can ask the manager about what to expect by asking: *"Can you tell me step-by-step what I can expect? Is there anything you would recommend I do to prepare?"*

4. Prepare a self-evaluation: You will have the opportunity for self-review in My Perform prior to meeting with your supervisor. Take some time to complete this in a meaningful way to provide your supervisor valuable information. Refer to your Journal Entries for kudos you received from customers, supervisors, colleagues, and your accomplishments. Refer to My Learn to review the training that you have completed. Think about what you want to accomplish during the next year.

During the Review

1. Focus on the message, not on the numbers: Rating forms are very subjective, and every manager has his or her idea about what different ratings mean. If you feel uncomfortable with

a rating ask your manager for clarification, examples, or to review expectations. Don't focus on negative comments or on the past, but rather ask: "How can I prevent this problem in the future?" Try to get specifics so you can address these in your evaluation comments and adjust your performance.

2. Be gracious: Thank your manager for recognizing your performance and for the time he/she put into developing the evaluation. Ask that additional items be included with the evaluation if you feel they need special recognition. After presenting information you prepared in advance for a particular rating, don't be afraid to ask him/her to change a rating. If he/she agrees - GREAT!

3. Expressing disagreement: If after discussing an item and making your case for a higher rating, you still find you disagree with a rating or the entire review rather than argue, you can use the employee comments in My Perform to provide feedback and recap your information. Always stick to the facts in this section - it doesn't look good if you make judgments about your supervisor in writing. Just express your disagreement factually, succinctly, and in good taste. If you need to, ask for a couple days to formulate a response and give it some thought.

4. Sign your evaluation: By electronically signing your evaluation after you have included your comments, you indicate that the manager has reviewed all the information contained with you. Remember: Your signature only means you have reviewed the evaluation with your manager - not that you agree!