



State of Idaho
Agency Name
Employee Performance Evaluation

Employee Name: Click here to enter text.

Job Title: Click here to enter text.

PCN: Click here to enter text.

Division/Unit: Click here to enter text.

Supervisor/Manager: Click here to enter text.

Review Period: From Date To Date

Employee evaluation discussion date: Click here to enter text.

Type of Review:

- Annual Review, Entrance Probation, Promotion Probation, Transfer, Separation from State Service, Other

Overall Rating: This document is an evaluation of the employee's performance since the last evaluation.

- Exemplary Performance, Solid Performance, Achieves Performance, Does Not Achieve Performance

EMPLOYEE COMMENTS: (Attach additional pages, if needed)

SIGNATURE SECTION:

Employee Signature Date
(Signature acknowledges discussion of evaluation, but does not necessarily imply agreement.)

Supervisor Signature Date
(Signature acknowledges that this evaluation and key responsibilities have been discussed with the employee.)

Reviewer Signature Date

Appointing Authority Signature Date

KEY RESPONSIBILITIES

List the employee's key responsibilities or primary purpose:

Click here to enter text.

Review of Prior Year Objectives

Insert objectives from the previous review period in the space below and discuss the extent to which each objective was fulfilled. Also describe changes (if any) to original objectives.

Objective 1:

Click here to enter text.

Objective 2:

Click here to enter text.

REVIEW OF PRIOR YEAR EMPLOYEE DEVELOPMENT PLAN

Insert development plan from the previous review period in the space below, if applicable. Discuss the extent to which the development plan was fulfilled.

Developmental Objective 1:

Click here to enter text.

Developmental Objective 2:

Click here to enter text.

EXAMPLE OF THE NEW I-PERFORM EVALUATION FORM

EMPLOYEE PERFORMANCE EXPECTATIONS

The following rating levels are examples of the performance expectations employees would be demonstrating when rated at one of the three levels: Achieves Performance, Solid Performance, or Exemplary Performance. These examples are meant to assist the supervisor and employee during the performance evaluation discussion in identifying the current level of performance. In addition, this should assist in describing what additional behaviors the employee would need to demonstrate to achieve a higher rating. These examples are not intended to be all inclusive.

PERFORMANCE EXPECTATION: PROFESSIONALISM

This performance expectation evaluates the employee's competence in quality of work, dependability, adaptability/flexibility, confidentiality, and respect for others.

*Optional Rating
on each*

Description of the expectation:

EXEMPLARY PERFORMANCE: Employee meets and often exceeds expectations for performance expectations listed at Solid Performance level AND consistently demonstrates performance such as:

- Employee is recognized as highly skilled and knowledgeable in their field, actively sought after for advice and guidance.
- Exceptional quantity of work, often ahead of schedule and can be depended upon to work independently.
- Assigned to special agency projects or is assigned to represent agency in meetings.
- Tracks trends on concerns or anticipates issues or problems regarding agency or statewide initiatives.
- Consistently looks for improvements to streamline processes or cost efficiencies.
- Switches tactics and strategies when planned approaches do not work.
- Ensures next level of supervision or management has information for decisions.
- Exerts a major positive influence on management practices, operating procedures, and program implementation, which has contributed substantially to organizational growth and recognition.
- Proactive and demonstrates foresight in correcting situation that may cause future problems.

SOLID PERFORMANCE:

Employee meets and often exceeds expectations for performance expectations listed at Achieves Performance level AND consistently demonstrates performance such as:

- Relied upon to provide consultation or technical assistance within agency.
- Adopts practices to improve work processes, enhance customer satisfaction and ensure excellence in daily work.
- Continuously looks for improvements and looks for opportunities to provide better service.
- Anticipates problems and takes necessary corrective action to prevent or lessen consequences.
- Accepts new, different, or changing work requirements or procedures.
- Resolves conflict situations promptly and appropriately while remaining open to discussion.
- Models proper work ethics and practices.
- Demonstrates capability to adapt to new, different, or changing work requirements or procedures.
- Ensures the communication medium is appropriate for the situation.

ACHIEVES PERFORMANCE: Employee consistently meets performance expectations such as:

- Demonstrates the knowledge and skills to perform the work.
- Demonstrates commitment to quality.
- Complies with federal, state, and agency laws, rules and policies.
- Meets and follows through with job expectations, projects, goals, and commitments in a timely manner.
- Ensures work product/service is accurate, reliable, thorough, and meets users' needs before distribution or completion.
- Shares relevant information.
- Takes personal responsibility for actions and performance.
- Handles problems respectfully, efficiently, and timely.
- Keeps supervisors informed of project status and possible controversial issues or situations.
- Accepts feedback and coaching as means of developing skills.
- Is dependable and reliable including meeting attendance and punctuality requirements and ensures coverage when submitting leave requests in advance.
- Considers aspects and consequences before taking action.
- Asks clarifying questions if assignments or tasks are unclear.
- Is flexible, open-minded, and accepts change.
- Maintains confidentiality of information.
- Maintains documents, files and records (electronic and paper) in a secure and confidential manner.
- Complies with general conditions of employment, EEO, security, workplace safety, and other state and agency policies.
- Acts in accordance with a respectful workplace environment, free from harassment, discrimination, and violence.
- Interacts effectively and builds respectful relationships within and between units and among individuals.
- Fosters mutual respect and supports agency's commitment to diversity.
- Communications (orally and written) show support and respect.

Comments: [Click here to enter text.](#)

PERFORMANCE EXPECTATION: PROMOTING RESPONSIBLE GOVERNMENT

This performance expectation evaluates the employee's competence in: dependability, productivity, efficiency, work environment, safety and adaptability to change.

Description of the expectation:

EXEMPLARY PERFORMANCE:

Employee meets and often exceeds expectations for performance expectations listed at Solid Performance level AND consistently demonstrates performance such as:

- Serves as a quality improvement and/or research team leader.
- Frequently and effectively uses limited resources including staff to gain maximum results.
- Highly innovative and successful in identifying alternative resources to accomplish objectives.
- Has developed ideas for reducing costs that have been successfully implemented and achieved cost saving goals.
- Strategically plans for investments that will assist in strengthening the economy and create savings.

- Demonstrates continuing commitment to achieving a safe working environment by seeking out and attending safety education classes over and above those required.
- Implements major safety improvement within their department or unit.
- Understands the change process and develops strategies for implementation of necessary changes.
- Communicates the requirements of change with peers and assists with implementation and evaluation.
- Communicates with peers about the rationale for change.
- Surfaces resistance to change and offers suggestions to constructively manage it.

SOLID PERFORMANCE: Employee meets and often exceeds expectations for performance expectations listed at Achieves Performance level AND consistently demonstrates performance such as:

- Evaluates processes or systems and makes recommendations for cost effectiveness and efficiencies.
- Volunteers for additional work and willingly accepts new responsibilities.
- Often gains greater use of available resources than expected.
- Plans for and uses resources efficiently; always looking for ways to reduce costs.
- Provides research, data collection, and quality improvement activities as directed by supervisor.
- Provides system improvements that decrease cost of operations and/or improve efficiency of operations, as directed by supervisor.
- Participates in and supports the implementation of formal quality improvement plans.
- Consistently follows safe work practices.
- Attends required training and successfully applies knowledge gained to work environment.
- Asks questions to generate multiple perspectives of the impact of a given change.
- Identifies areas of potential change and routes them through appropriate channels.

ACHIEVES PERFORMANCE: Employee consistently meets performance expectations such as:

- Demonstrates the knowledge and skills to perform the work.
- Demonstrates willingness to learn new processes and technology and incorporates them to work more efficiently.
- Finds ways to reduce costs without compromising quality.
- Encourages others to work within budgetary and resource limits.
- Accepts accountability for outcomes.
- Demonstrates commitment to quality.
- Complies with federal, state, and agency laws, rules and policies.
- Meets and follows through with job expectations, projects, goals, and commitments in a timely manner.
- Takes personal responsibility for actions and performance.
- Keeps supervisors informed of project status and possible controversial issues or situations.
- Is dependable and reliable including meeting attendance and punctuality requirements and ensures coverage when submitting leave requests in advance.
- Attends required training related to a safe and secure work environment.
- Is flexible, open-minded, and accepts change.

Comments: [Click here to enter text.](#)

PERFORMANCE EXPECTATION: CUSTOMER FOCUS

This performance expectation evaluates the employee's competence in customer service, conflict resolution, interpersonal skills, and communication.

Description of the expectation:

EXEMPLARY PERFORMANCE: Employee meets and often exceeds expectations for performance expectations listed at Solid Performance level AND consistently demonstrates performance such as:

- Provides outreach and collaborates with internal and external groups, provides periodic reports to groups, and informs next level of management of concerns or anticipated problems.
- Acts as intermediary for customer concerns.
- Creates and implements public access to programs and services.
- Identifies a problem solving process for customer concerns, establishes a clear chain of command to prevent difficult situations from escalating and resolves them in a timely manner.
- Influences, persuades and negotiates towards consensus.
- Clearly identifies the problem, develops a solution, and communicates that solution.

SOLID PERFORMANCE: Employee meets and often exceeds expectations for performance expectations listed at Achieves Performance level AND consistently demonstrates performance such as:

- Values the importance of delivering high quality and innovative service.
- Effective interpersonal skills and a commitment to and concern for others.
- Empathizes and is able to communicate comfortably with people from diverse socioeconomic backgrounds.
- Sensitive to customers' needs.
- Ability to develop customer friendly solutions to address concerns within law, rule, policies or processes.
- Works with customers to resolve problems to satisfaction of both parties.
- Provides options to resolve disputes over agency's decisions.
- Collects relevant facts, develops response and determines best communication method for situation.

ACHIEVES PERFORMANCE: Employee consistently meets performance expectations such as:

- Ensures the communication method is appropriate for the situation and communicates in a friendly courteous manner.
- Effectively communicates in ways that enhance productivity and build respectful relationships.
- Demonstrates active listening: written and verbal communications are appropriate for the job.
- Maintains clear communication with regarding mutual expectations and follows through.
- Ensures customers' needs/expectations are addressed appropriately.
- Takes accountability for interactions.
- Maintains a positive and professional image.
- Provides accurate information and refers to appropriate staff if necessary.
- Honors commitments and agreed upon time frames with customers.
- Ensures work product/service is accurate, reliable, thorough, and meets customers' needs before distribution or completion.
- Contributes to a safe and secure environment by following established procedures and policies as appropriate for job.
- Complies with federal, state, and agency laws, rules and policies.

- Accepts feedback and coaching as means of developing customer service skills.
- Arrives to work on time and does not have excessive unscheduled absences.
- Asks clarifying questions if assignments or tasks are unclear.
- Is flexible, open-minded, and accepts change.
- Maintains confidentiality of information.
- Maintains documents, files and records (electronic and paper) in a secure and confidential manner.
- Acts in accordance with a respectful workplace environment, free from harassment, discrimination, and violence.
- Fosters mutual respect and supports agency's commitment to diversity.

Comments: [Click here to enter text.](#)

ADDITIONAL PERFORMANCE EXPECTATION FOR SUPERVISORS/MANAGEMENT

PERFORMANCE EXPECTATION: LEADERSHIP

This performance expectation evaluates the employee's competence to motivate people and efficiently manage resources in achieving the agency's mission.

Description of the expectation:

EXEMPLARY PERFORMANCE: Employee meets and often exceeds expectations for performance expectations listed at Solid Performance level AND consistently demonstrates performance such as:

- Inspires, challenges, and provides development opportunities for staff.
- Performs at a level which results in significant positive impact in achievement of agency or business unit goals.
- Is able to see connections within complex issues and collaborates with others towards resolution.
- Leads and engages employees through change.
- Exerts a significant positive influence on management practices, operating procedures, and/or program implementation.
- Develops innovative approaches to improve operations and/or streamline processes.

SOLID PERFORMANCE: Employee meets and often exceeds expectations for performance expectations listed at Achieves Performance level AND consistently demonstrates performance such as:

- Inspires a shared vision of the agency's mission.
- Instills trust in leadership.
- Evaluates processes and makes recommendations for efficiencies and cost effectiveness.
- Assesses work and recommends efficiencies and staffing for responsiveness.
- Implements innovative policies, resources, and technology to maximize efficiencies and services.
- Provides support and coaches employees in fulfilling their assigned responsibilities and development goals.
- Handles resistance to change with tact and understanding.
- Makes decisions based on a transparent process and acts with integrity in all decision making.

ACHIEVES PERFORMANCE: Employee consistently meets performance expectations such as:

- Leads employees in support of management decisions, agency's mission, and agency policies.
- Contributes to a respectful and productive working environment by consistently demonstrating objectiveness and cooperation, toward employees, colleagues, and management.
- Aligns employees' performance goals with agency goals and motivates employees to be successful.
- Provides appropriate feedback and developmental opportunities that lead to continuous employee improvement.
- Addresses problems directly with employees, resulting in better communication and understanding of expectations.
- Maintains current documentation on employee performance.
- Takes appropriate discipline action for employee violations of statutes, regulations, policies or guidance.
- Ensures that employees participate in training that supports a respectful workplace.
- Anticipate problems and manages team conflicts quickly and efficiently.
- Provides training and resources as needed for employees to fulfill their assigned responsibilities and goals.
- Sets individual employee goals in ways that further agency priorities.
- Follows FLSA and agency policies for hours of work for employees.

Comments: [Click here to enter text.](#)

ADDITIONAL AGENCY PERFORMANCE EXPECTATIONS

*Use this section to describe employee performance in **additional job related work areas**. Performance factors should be selected which address the employee's primary focus and performance.*

EMPLOYEE PERFORMANCE EXPECTATION

Additional Expectation

Description of the expectation.

Guidance:

Comments: [Click here to enter text.](#)

EMPLOYEE PERFORMANCE EXPECTATION

Additional Expectation

Description of the expectation.

Guidance:

Comments: [Click here to enter text.](#)

EMPLOYEE PERFORMANCE EXPECTATION

Additional Expectation

Description of the expectation.

Guidance:

Comments: [Click here to enter text.](#)

PERFORMANCE SUMMARY

Use this section to summarize the employee's performance for the review period. When providing comments, consider the employee's performance against objectives, key issues from the Employee Performance section above, and strengths/potential improvements.

Summary:Click here to enter text.

OBJECTIVES FOR NEXT REVIEW PERIOD

Use the following section to record objectives for the next review period. You may add additional objectives.

Objective 1:

Objective 2:

Employee Development Plan

This section should be completed after employee and manager have agreed upon desired areas of improvement and development needs related to upcoming objectives. It should include developmental objectives, corresponding development activities (on the job, formal training, etc.), and measurements and time frames for completion. You may add additional developmental objectives.

Developmental Objective 1:Click here to enter text.

Developmental Objective 2:Click here to enter text.