

**SUPERVISOR FEEDBACK FORM
FOR PERFORMANCE MANAGEMENT PROGRAM**



Supervisor's Name:

Title:

Department:

Employee's Name:

Review Period:

Date of Review:

Feedback is critical to building a constructive relationship between staff and supervisors. This tool has been designed to promote partnership and to assist IT and classified staff to measure the supervisor's performance in his/her role as a supervisor. The employee and supervisor are expected to have a conversation about the questions below, and are strongly encouraged to complete this form following the employee's final annual evaluation. The completed form is to be shared with the supervisor prior to distribution to the next level of supervision.

Instructions

For a detailed description of each of the competency performance levels, refer to http://www.ohiou.edu/comp/index_perfm.htm Please make a checkmark along the rating line and provide additional comments for each item that explain the rating given. Comments should emphasize skills and behaviors that have contributed to a supervisor's performance as a supervisor. Please frame remarks in a way that assists supervisor's growth as a mentor.

Ohio University Competencies

Customer Focus – Consistently meets the needs of internal and external customers.

Examples of meeting or exceeding expectations:

Helps create and implement customer-driven work processes within the work area.

Confirms/clarifies understanding of customer requests or issues in order to provide service and/or develop work solutions that meet or exceed customer needs.

| | | |
|---------------------------------|---------------------------|------------------------------|
| <i>Falls Below Expectations</i> | <i>Meets Expectations</i> | <i>Exceeds Expectations</i> |
| <i>Employee's Comments</i> | | <i>Supervisor's Comments</i> |

Teamwork – Collaborates within and across work groups, building and maintaining rapport and cooperation with co-workers to meet the needs of customers.

Examples of meeting or exceeding expectations:

Inspires team members to accomplish project objectives; conveys a positive manner and influence in a team environment.

Leads efforts to help others develop effective working relationships throughout the organization.

| | | |
|---------------------------------|---------------------------|------------------------------|
| <i>Falls Below Expectations</i> | <i>Meets Expectations</i> | <i>Exceeds Expectations</i> |
| <i>Employee's Comments</i> | | <i>Supervisor's Comments</i> |

Respect for Others – Demonstrates respect for people from a variety of ethnic, social and educational backgrounds by interacting in a civil and sensitive manner.

Examples of meeting or exceeding expectations:

Is able to positively influence and negotiate where there are opposing ideas or diverse perspectives.

Diplomatically handles situations without raising antagonism or hostility. Effectively resolves misunderstandings.

| <i>Falls Below Expectations</i> | <i>Meets Expectations</i> | <i>Exceeds Expectations</i> |
|---------------------------------|---------------------------|------------------------------|
| <i>Employee's Comments</i> | | <i>Supervisor's Comments</i> |

Performance Initiative – Continuously takes self-motivated steps toward achieving organizational goals.

Examples of meeting or exceeding expectations:

Ensures team members/direct reports understand project objectives and what they need to do to support those objectives.

Sets and meets challenging goals for self; maintains a consistently high level of productivity even under adverse conditions.

| <i>Falls Below Expectations</i> | <i>Meets Expectations</i> | <i>Exceeds Expectations</i> |
|---------------------------------|---------------------------|------------------------------|
| <i>Employee's Comments</i> | | <i>Supervisor's Comments</i> |

Application of Knowledge and Continuous Learning – Effectively applies current knowledge and skills and keeps abreast of new knowledge and developments in one's areas of responsibility.

Examples of meeting or exceeding expectations:

Ensures that direct reports have access to resources needed to improve their knowledge and technical skills.

Applies knowledge and expertise, analytical skills, creative thinking and business acumen to best meet customer needs and objectives.

| <i>Falls Below Expectations</i> | <i>Meets Expectations</i> | <i>Exceeds Expectations</i> |
|---------------------------------|---------------------------|------------------------------|
| <i>Employee's Comments</i> | | <i>Supervisor's Comments</i> |

Innovation and Managing Change – Readily adapts to change, demonstrates a willingness to learn, and seeks new ideas to apply for positive results.

Examples of meeting or exceeding expectations:

Champions new ideas with enthusiasm; constructively voices new ideas; persists, takes extra steps to overcome opposition.

Suggests and supports new ways of performing work that may lead to increases in one's own effectiveness and/or that of work area.

| <i>Falls Below Expectations</i> | <i>Meets Expectations</i> | <i>Exceeds Expectations</i> |
|---------------------------------|---------------------------|------------------------------|
| <i>Employee's Comments</i> | | <i>Supervisor's Comments</i> |
| | | |

Performance Management and Development- Uses the performance management program effectively to develop and improve personal job performance (and that of others, where appropriate).

Examples of meeting or exceeding expectations:

Provides regular performance feedback and coaching; seeks and accepts feedback from direct reports, peers, and customers.

Continually checks with team members to ensure that they have the information they need to be well-prepared regarding their roles and responsibilities on projects.

| <i>Falls Below Expectations</i> | <i>Meets Expectations</i> | <i>Exceeds Expectations</i> |
|---------------------------------|---------------------------|------------------------------|
| <i>Employee's Comments</i> | | <i>Supervisor's Comments</i> |
| | | |

By our signatures we certify that we have discussed this document.

Signature of Employee: _____ **Date:** _____

Signature of Supervisor: _____ **Date:** _____

By my signature I certify that I have read the contents of this document and discussed them with the employee's supervisor.

Signature, next level of supervision: _____ **Date:** _____