

45 Ways to SAY IT in a Performance Review



Attendance

- *"You are always here on time, never leave early and adhere to all company break times."*
- *"On the rare occasion that you have missed work, you have provided ample notice and made arrangements to ensure your responsibilities are covered."*
- *"You have proven to be a reliable employee by arriving each day prepared to tackle your work with a positive attitude."*
- *"You have frequently returned late from your lunch breaks, and are often late reporting to work."*
- *"You have demonstrated a pattern of tardiness by consistently arriving 15 minutes later or more for work."*

Innovation and creativity

- *"Your imagination is like no one I've ever worked with. You find new solutions to some of our most complex problems."*
- *"You are very detail-oriented, and we appreciate how you share your knowledge about the latest trends in the business."*
- *"You create an exciting team atmosphere where creative problem solving is encouraged and rewarded."*
- *"Your solutions to problems are often rigid and come off as in-flexible."*
- *"In this ever-changing industry, consider encouraging your team to think creatively about solutions."*

Leadership

- *"You are fair and treat everyone in the office as an equal."*
- *"You lead by example. Your approach of embracing change and adapting to changing work situations encourages others to do the same."*
- *"Your team consistently meets their goals, often exceeding expectations."*
- *"You tend to be defensive in many situations, which causes employees to fear asking for your help."*
- *"You have the skills and mindset of a strong leader, and I want to encourage you to speak with confidence and use assertive communication behaviors in team meetings to garner the respect and attention you deserve from your colleagues."*

Communication skills

- *"You build great relationships, and this is reflected by how highly your team speaks of you."*
- *"You practice active listening skills by waiting until others have finished speaking before asking questions and offering insight."*
- *"You provide clear directions, expectations and feedback to your team."*
- *"Consider making efforts to explain your point of view using less technical terms when speaking with stakeholders from other teams."*
- *"Your lack of communication and transparency causes a lot of misunderstanding among your team members."*

Collaboration and teamwork

- *"You communicate with your coworkers in a respectful manner, and you adapt easily to many situations."*
- *"You act as a go-to member for new employees by offering feedback, guidance and sharing ideas and techniques for improvement."*
- *"Your team has succeeded because of your ability to build strong relationships by asking for and incorporating feedback from others."*
- *"You have shown a pattern of interrupting others when they are speaking in meetings. While this may be unintentional, it can be helpful to show respect for your colleagues by waiting until they have finished speaking before adding to the conversation."*
- *"Your inability to work collaboratively with others has caused you and your team to fall behind on two key projects."*

Time management

- *"You always deliver work ahead of schedule and never forget any details."*
- *"One of your greatest strengths is your ability to manage multiple responsibilities."*
- *"This year, you've demonstrated your ability to take on new projects while also meeting your day-to-day goals."*
- *"To make the most of scheduled meetings with others, make it a practice to prepare an agenda to ensure you stay on track and take full advantage of the time you have with colleagues and supervisors."*
- *"I've observed that there are times when you lack a sense of urgency. As a result of this, you've failed to meet deadlines on time."*

Problem-solving

- *"You regularly gather all of the background information and data to make a decision, which benefits the entire team."*
- *"You have shown a practical approach to solving problems by breaking down large concepts into smaller, more manageable tasks."*
- *"You have a knack for working with others to find solutions to problems."*
- *"You have the opportunity to strengthen your problem-solving skills by considering potential solutions before taking action on one."*
- *"You lack resourcefulness to problem-solve and often disrupt your team members by expecting them to help you complete simple tasks."*

Customer experience

- *"You regularly follow up with your stakeholders (alumni, cross-campus partners, employers, students) to ensure they are having a great experience with your programs and to answer further questions, and as a result, you have built many trusting relationships."*
- *"You've shown a strong commitment to the customer experience by returning calls within one hour and providing timely responses to the influx of emails in your inbox."*
- *"Your partners appreciate your eagerness to help as shown in your positive satisfaction rating, thank you emails, and survey feedback."*
- *"There's an area of opportunity to improve your customer service skills by smiling and greeting every customer you help."*
- *"Customers have reported instances where you have spoken with them in a discourteous tone."*

Work ethic

- *"You are very punctual and have shown excellent work behaviors in every aspect of the job."*
- *"Shows a strong work ethic by consistently staying until all daily tasks are completed."*
- *"You consistently go above and beyond by exceeding your quarterly goals."*
- *"I've noticed opportunities where in between helping customers you could take the initiative to clean up your workspace."*
- *"You are often late to work and have been found wasting time rather than completing work assignments."*