

Developing Our Most Important Resource - Our Human Resource!

Presented by The Training Tree

Job Knowledge

- knows basic principles and methods
- possesses the knowledge to handle the most complex of tasks
- clearly understands purposes, objectives and procedures of department
- thoroughly understands all aspects of the job
- is knowledgeable over a wide range of job responsibilities
- possesses real practical experience
- utilizes experience and expertise from previous jobs
- demonstrates strong technical and operational knowledge
- stays current and is exceptionally well informed
- is knowledgeable and can apply knowledge in a practical manner
- shares knowledge with the group
- is viewed by others in the field as an expert

Job Performance

- demonstrates consistent performance and accomplishment
- consistently exceed performance standards-expectations-criteria
- excels in developing solutions to complicated problems
- possesses the characteristics of leadership and service excellence
- is diligent and conscientious in performing tasks-duties
- displays self-restraint and employs prudent risk taking
- is precise and efficient
- persistent and industrious
- maintains a keen eye for detail
- displays trust and confidence
- faces conflict with calm assuredness
- radiates self-confidence and enthusiasm
- is customer focused and driven
- extremely resourceful and attentive to detail

- maintains a high degree of involvement
- possesses a positive outlook
- is an important contributor to the success of the department
- sets high performance standards and meets them
- quality is consistently high
- shows professionalism that is exemplary
- demands the highest quality of work in him/herself and others.
- strives for zero defect quality
- strives for state-of --the-art perfection
- demonstrates accuracy, thoroughness and orderliness in the performance of assignments

Dependability

- is consistent, dependable and accurate in carrying out responsibilities to a successful conclusion
- fully accepts responsibilities and meets deadlines
- practices rigid self-discipline
- stays focused on the task
- fulfills all commitments
- is extremely reliable and supportive
- is always fully prepared
- consistently punctual
- effectively follows up on all assignments
- is regular in attendance
- is one of our most consistent performers
- prides him/herself on attendance and punctuality
- is the "go to" person in the department for rush assignments

Job Productivity

- makes a substantial contribution to the department
- is a consistently high producer
- performs at a peak level

- far exceeds quantity standards or expectations
- produces beyond what is expected
- produces at a rate that is exemplary
- maintains peak performance
- exhibits a commitment for producing results
- displays high production while never sacrificing the quality component
- tasks are performed with a commitment to excellence that is rare.
- can handle multiple tasks with ease
- is able to “wear many hats” and be successful in all areas
- stands as an example to others when it comes to producing results

Cooperation

- interacts effectively with peers
- works harmoniously with work group
- develops positive working relationships
- well accepted by other members of the department
- promotes harmony among associates
- builds trust and rapport
- is an excellent team player
- is the department “good will” ambassador
- extremely cooperative with employees at all levels of the organization
- respects the opinion of others
- is recognized as a cohesive influence
- demonstrates participatory approaches
- encourages participation
- promotes cooperation
- exercises influence for teamwork and positive working relationships
- works effectively with others
- is supportive of organization
- is a positive customer service representative

Initiative

- looks to improve work processes
- strongly motivated to achieve results
- motivation allows individual to consistently exceed standards
- is a driving force for job accomplishment
- displays desire and determination
- strives for maximum effectiveness

- gives a focused effort
- seeks total involvement
- turns past failures into successes
- capitalizes on opportunities
- doesn't see problems only opportunities
- operates effectively under any condition
- displays positive energy for maximum results
- builds employee enthusiasm
- is a consummate achiever
- is results oriented and always focused
- is a self-starter
- maintains self-motivation
- is hard driving, ambitious

Work Environment and Safety

- demonstrates strong safety consciousness
- maintains strict adherence to safety guidelines and regulations
- contributes with ideas on protecting and improving workplace safety
- always keeps a safe and neat work area
- uses and promotes all safety techniques and equipment
- helps others in recognizing safety requirements and responsibilities
- makes safety suggestions
- keeps current on the latest techniques to insure safety of workers
- supports safety education and awareness

Overall Performance

- possesses many talents and capabilities
- demonstrates competence in many areas
- has the ability to perform a wide variety of assignments
- handles all assignments in a highly professional and competent manner
- displays versatile expertise
- handles all assignments and change with competence, enthusiasm and dedication
- loyalty and dedication make this employee one to be proud of
- is a seasoned professional that consistently demonstrates a dedication to our organization
- quality of work reflects high professional standards

The Poor Performer

- fails to demonstrate...
- demonstrates a limited knowledge of...
- is not meeting performance standards
- is below performance expectations given education, experience and time on job
- has had difficulty in mastering...
- fails to abide by rules and regulations as they pertain to...
- avoids opportunities...
- resists....
- is negative toward...
- shows little....
- is inconsistent in ...
- needs to focus on....
- must avail him/herself of the opportunity...
- must demonstrate...
- is unable to ...
- areas for improvement
- job advancement would be accelerated if
- opportunities for skill enhancement include:
- areas to work on are...
- improvement could be noted in the areas of :
- performance remediation is necessary in...
- performance improvement should be focused on...

Writer's Corner - Words That Can Help

Adjectives

accurate	courageous	exciting	logical	positive	strong
adaptable	courteous	extraordinary	loyal	practical	successful
adept	creative	fair	mature	precise	superb
alert	decisive	fine	meaningful	productive	superior
ambitious	dedicated	flexible	motivated	professional	supportive
analytical	definite	genuine	objective	progressive	tactful
articulate	dependable	great	observant	prudent	thinking
capable	determined	hands-on	open-minded	punctual	thorough
challenging	diligent	harmonious	optimistic	realistic	trustworthy
charismatic	discreet	helpful	organized	reliable	truthful
competent	dynamic	honest	outstanding	resourceful	understanding
complete	eager	imaginative	patient	respectful	unique
composed	effective	important	perceptive	responsive	utmost
concise	efficient	industrious	perfect	self-confident	valuable
confident	energetic	ingenious	persevering	sincere	versatile
conscientious	enterprising	innovative	persuasive	sound	well-liked
consistent	enthusiastic	involved	pleasant	special	worthy
constructive	excellent	keen	poised	state-of-the-art	
cooperative	exceptional	knowledgeable	polished	stimulating	

Action Verbs

accomplishes	analyzes	assigns	challenges	contributes	determines
achieves	anticipates	assists	checks	cooperates	develops
acquires	applies	assures	coaches	coordinates	directs
acts	approves	attains	commands	cope	discusses
adapts	arranges	authorizes	completes	creates	displays
adjusts	articulates	builds	comprehends	dedicates	disseminates
administers	aspires	calculates	conducts	delegates	distinguishes
advises	asserts	carries out	considers	demonstrates	effects

elicits	focuses	initiates	orchestrates	recognizes	stimulates
emphasizes	follows-up	inspires	organizes	recommends	strengthens
employs	foresees	insures	overcomes	reflects	strives
empowers	formulates	interacts	oversees	reinforces	submits
emulates	fosters	interprets	participates	relates	supervises
encourages	fulfills	investigates	perceives	relies	supports
enhances	gains	knows	performs	represents	sustains
enlightens	generates	learns	plans	resolves	thinks
enriches	gives	maintains	possesses	responds	trains
establishes	grasps	makes	practices	reviews	treats
evaluates	guides	manages	prepares	revises	understands
excels	handles	meets	prevents	schedules	uses
exhibits	helps	motivates	processes	secures	utilizes
expects	identifies	negotiates	promotes	seeks	verifies
explores	implements	observes	provides	serves	
expresses	improves	obtains	pursues	shows	
facilitates	influences	optimizes	realizes	solves	