2020

PERFORMANCE REVIEW PHRASES

GENESIS
FINANCIAL SOLUTIONS
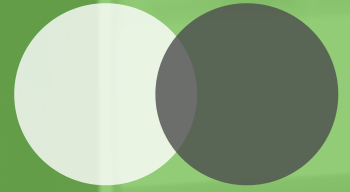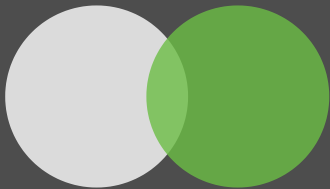
WHAT WE'LL COVER

SEE PHRASES TO SPARK YOUR OWN FEEDBACK FOR EMPLOYEES

- Attendance
- Attitude
- Customer Service
- Dependability
- Flexibility

- Interpersonal Skills
- Leadership
- Performance
- Teamwork
- Time Management

ATTENDANCE

STRENGTH

- Always on time (or early) for meetings
- Prompt and on time for start of work
- Respects others by arriving on time
- Adheres to schedule when possible
- Never had a no call, no show
- Achieved perfect attendance over X (weeks, months, years)
- Inspires others to improve attendance
- Doesn't deviate from attendance policy
- Begins each day on time and ready
- Very reliable about being on time

WEAKNESS

- Doesn't meet attendance standards
- Is frequently late to work
- Exceeds maximum vacation days
- Has not met attendance goals set at previous performance review
- Disrespects others by arriving late
- Frequently returns late from breaks
- Does not follow the attendance policy
- Unreliable about arriving on time
- Poor attendance affects coworkers
- Does not hold others to the company's high attendance standards

ATTITUDE

STRENGTH

- Has cheerful attitude to benefit team
- Looks for the positive in every situation
- Quick to lighten stressful moods
- Doesn't let difficult situations take over
- Positive attitude motivates team
- Reports to work cheerful and ready
- Maintains steady and positive attitude
- Frequently has smile or joke for others
- Attitude reflects job enjoyment
- Builds an atmosphere of trust with others on the team

WEAKNESS

- Negative attitude causes problems
- Gets upset or ruffled easily
- Needs to work on accepting feedback
- Lets non-work topics provoke them
- Switches quickly from positive to negative attitudes
- Allows stress and pressure to impact
- Erupts into anger over minor issues
- Negative emotion affects the team
- Needs to control poor attitude
- Refuses to minimize inflammatory comments
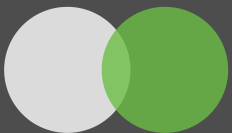
CUSTOMER SERVICE

STRENGTH

- Excellent at customer service
- Deals easily with all types of customers
- Takes great pride in helping everyone
- Skillfully overcomes client objections
- Does not let a customer's negative attitude get them down
- Handles difficult situations very well
- Customer satisfaction rating is high
- One of our best CS team members
- Understands how to make impact
- Stays calm with angry customers

WEAKNESS

- Does not listen well to customers
- Very effective on phone, not in person
- Does not understand importance of customer service training
- Doesn't know how to deal with difficult customer situations
- Customer satisfaction rating is low
- Isn't proud of resolving complaints
- Frequently passes the customer complaints on to someone else
- Needs to handle customer requests more efficiently
- Does not listen to customers well
- Poor in person resolution skills
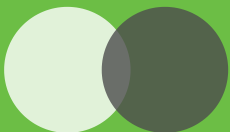
DEPENDABILITY

STRENGTH

- Most dependable team member
- Very reliable in all situations
- Willing to go above to get job done
- Dependable and hard working
- A loyal and trustworthy employee
- Demonstrates caring about their job
- Always performs at/above expectations
- Always completes tasks in a timely and accurate manner
- Ready to get the job done
- Motivated to finish tasks and on time

WEAKNESS

- Work results are inconsistent and frequently need to be reviewed
- Not a dependable employee
- Does not demonstrate a willingness to do what it takes to get the job done
- Does not produce consistent results
- Leaves work for others to finish
- Work results are inconsistent
- Reliability is questionable
- Is not willing to help others with work
- Does not care what managers and coworkers think of them/their work

FLEXIBILITY

STRENGTH

- Accepts constructive criticism and works to improve upon it
- Comes up with solutions for problems
- Willing to adjust work to benefit team
- Shows initiative and flexibility when starting a new task
- Capable of handling a variety of tasks
- Identifies new and efficient methods
- Calm under pressure
- Willing to admit when they are wrong
- Quick to adapt to new points of view
- Handles change well

WEAKNESS

- Reluctant to attempt work where process is new or unknown
- Does not excel at projects that require a degree of flexibility
- Gets agitated when the plan changes
- Uninterested in new responsibilities
- Sticks to traditional methods even if a new approach is better
- Shut down when expectations not met
- Doesn't look for new ways of working when things don't go according to plan
- Unwilling to admit they are wrong
- Doesn't accept honest feedback well
- Resistant to trying new techniques

INTERPERSONAL SKILLS

STRENGTH

- Has strong relationships with team
- Is easy to get to know
- Actively converses with team and wants to hear about their lives
- Wants to get to know and understand other coworkers
- Finds it easy to connect with coworkers
- Makes people feel important
- Makes people feel appreciated
- Can work with a variety of personalities
- Relates well to those around them
- Connects easily with others

WEAKNESS

- Does not work well with others
- Strong, direct personality can turn people off quickly
- Team doesn't enjoy working with them
- Seen as unapproachable by coworkers
- Gives an impression of superiority to teammates
- Strong personality causes rifts on team
- Displays superior attitude toward all
- Coworkers don't like working with them
- Fails to recognize the needs of others
- Does not establish effective working relationships

LEADERSHIP

STRENGTH

- Always willing to help a coworker
- Makes team members feel comfortable in voicing their opinions and ideas
- Understands strengths of coworkers and delegates effectively
- Keeps team engaged and on track
- Shows appreciation for a job well done
- Motivates team members to work hard
- Promotes learning culture/mindset
- Listens and responds to teammates
- Excellent example for others to follow
- Backbone of the team

WEAKNESS

- Unable to talk to coworkers without being condescending
- Does not inspire team to work hard
- Does not plan for the future
- Does not treat others as equals
- Overanalyzes problems when a quick decision is necessary
- Unclear when assigning work
- Rarely gives recognition for a good job
- Fails to keep confidential information
- Derails team with unnecessary work
- Does not listen to team members

PERFORMANCE

STRENGTH

- Exceeded expectations on goals
- Takes initiative and understands need
- Develops strategies that deliver results
- Sets appropriate goals and strives to accomplish them
- Consistently a top performer on team
- Communicates drive to teammates
- At top of the performance-rating scale
- Puts high value on doing a good job
- Willing to assist others and help them do good work
- Wants to improve everything they do

WEAKNESS

- Did not meet performance goal
- Does not take initiative without prompt
- Typically a lower performer on team
- Does not reach out or go beyond what is expected of them
- Not known to make significant contributions to success of the team
- Not able to clearly communicate goals
- Doesn't see value in doing a good job
- Unskilled at developing successful strategies
- Is not concerned with improving skills
- Lacks drive to improve performance

TEAMWORK

STRENGTH

- Proven team player
- Encourages teammates to work together toward a common goal
- Offers assistance and advice any time
- Promotes a team-centered workplace
- Is sensitive and considerate of team Shares ideas and techniques
- Builds strong relationships with others
- Willing to cooperate with coworkers
- Takes on more work to help team excel
- Always looking for new ways to help

WEAKNESS

- Needs to improve teamwork skills
- Does not view workplace as a team environment
- Always wants to work alone on projects
- Team is hesitant to ask them for help
- Does not work well with others during group projects
- Blames others when problems arise
- Is frequently insensitive to teammates
- Plays everything very close to the vest
- Does not share well with others
- Often a divisive element on the team

TIME MANAGEMENT

STRENGTH

- Respects the time of coworkers
- Uses time effectively to get job done
- Keeps presentations on schedule
- Regularly meets all deadlines
- Works hard to stay organized/on time
- Driven to complete tasks on time
- Very reliable with time management
- Can depend on them to manage time
- Can identify what needs to be done first in order to be most efficient
- Sensitive to the constraints of parallel projects

WEAKNESS

- Frequently misses deadlines
- Is regularly back late from breaks
- Doesn't understand task timelines
- Meetings and presentations tend to exceed allotted time
- Frequently takes up valuable time of coworkers with small talk
- Disregards importance of being timely
- Does not show a desire to improve time-management techniques
- Unable to finish tasks by given deadline
- Frequently bypass mandatory due date
- Does not manage time well
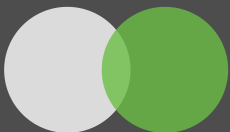
Statistics

- **69% OF EMPLOYEES**

  say they would work harder if they felt their efforts were better recognized
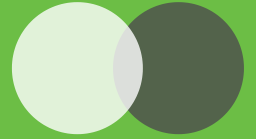
- **24% OF EMPLOYEES**

  who felt they had not received recognition had recently interviewed for another position
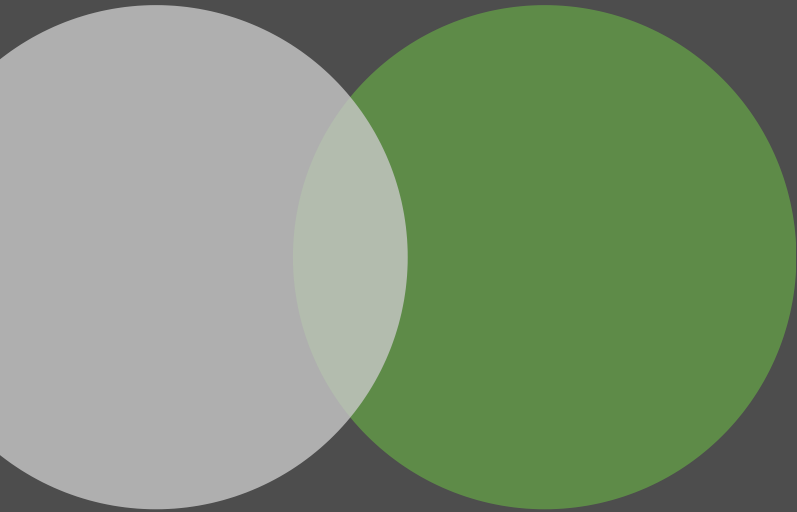
- **80% OF GEN Y**

  said they prefer on-the-spot recognition over formal reviews

- **68% OF EMPLOYEES**

  who receive accurate and consistent feedback feel fulfilled in their jobs

STATISTICS SOURCES

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