

# Sample Performance Review Phrases

## Administrative Abilities

1. Developed successful strategies pertaining to administrative tasks such as XYZ which produced amazing results
2. Consistently worked towards improvising and examining the effectiveness of XYZ administrative tasks
3. Effectively devised better procedures to perform XYZ tasks flawlessly
4. Established effective systems for retrieving lost data
5. Improved the existing administrative support systems by...
6. Effectively maintained and organized documents to avoid duplication

## Attendance

1. Is punctual and consistently on-time to meetings
2. Arrives at meetings on time and is always prepared
3. Attained perfect attendance over X period
4. Adheres to company policies and procedures when taking time-off
5. Completes deadlines as promised
6. Is reliable and can be counted on during difficult/stressful times

## Collaboration / Teamwork

1. Encourages team building activities
2. Asks for the opinions of team members before making important decisions that affect the department
3. Skilled at working with and understanding team dynamics to achieve results
4. Fosters an environment where team members share new ideas and techniques; shows appreciation when employees share ideas
5. Builds strong relationships with team members and demonstrates genuine concern for their personal and professional development
6. Is viewed by others as being trust worthy
7. Demonstrates a collaborative and cooperative spirit
8. Proactively shares knowledge and expertise with the rest of the team
9. Capable of quickly resolving conflicts amongst team members
10. Makes the best use of all available resources to accomplish goals
11. Enthusiastically accepts projects or assignments that involve working as part of a team.

## Communication Skills

1. Effectively communicates his/her point of view and expectations
2. Effectively manages communication at all levels (lateral, upward, or downward flow of communication)
3. Effectively manages and facilitates meetings and group discussions
4. Promotes action / task-oriented meetings
5. Effectively enforces company values and policies without evoking negative reactions

6. Effectively communicates with clients
7. Is an active listener and does not interrupt others
8. Skilled at articulating thoughts and feelings
9. Is viewed as being highly professional when interacting with others

### **Creative Abilities**

1. Ability to think out of the box in the most challenging situations
2. Ability to think of alternatives such as XYZ which produced brilliant results
3. Constantly strives to find new ways to drive results
4. Has initiated and executed creative ideas such as XYZ
5. Actively looks for new approaches and ideas

### **Critical Thinking and Problem-Solving Skills**

1. Capable of developing creative solutions
2. Looks for creative solutions with a practical approach towards problem solving
3. Understands and effectively solves problems instead of focusing on the symptoms
4. Demonstrates the ability to propose options in times of need
5. Very resourceful by showing skills to turn problems into opportunities

### **Customer Service**

1. Works effectively with all customers, including clients, citizens and co-workers
2. Builds strong rapport with customers he/she interacts with
3. Has a pleasant and friendly tone when communicating with customers
4. Promotes the practice of providing high level customer service with team members
5. Demonstrates empathy when dealing with citizen/customer issues
6. Is direct, yet helpful in dealing with customer concerns
7. Displays an effective cadence when working with clients on projects. Is effective, not overbearing
8. Can handle difficult customers with grace
9. Demonstrates a sense of urgency when dealing with customers
10. Presents solutions and action items to resolve customer complaints
11. Always follow-up with a customer

### **Delegation Abilities of Employees at a Senior Level**

1. Encourages team members (direct reports) to problem solve and provide solutions
2. Encourages and empowers employees to lead by example and provides all the required resources to achieve the same
3. Helps team members to gain visibility
4. Delegates thoughtfully by matching with an individual's strengths
5. Delegates with precision and clarity

## **Delivering Results**

1. Achieved and exceeded the original set goals of XYZ by a margin of X%
2. Accomplished optimal levels of performance with great sincerity in areas such as...
3. Showcased great team player abilities in executing XYZ
4. Excelled and consistently improved at developing strategies/programs by delivering stellar performance in XYZ
5. Improved his or her overall productivity levels by X%
6. Showcased proactiveness in various activities both within and outside the project

## **Diversity**

1. Understands the importance of diversity in the workplace and promotes inclusion
2. Shows willingness to embrace people from diverse backgrounds
3. Accepts feedback, learns and listens to the concerns of others
4. Often welcomes and considers the ideas and views of other people
5. Is respectful to everyone
6. Participates in activities and events that involve people from diverse backgrounds

## **Innovation Skills**

1. Tries to innovate even under adverse conditions
2. Constantly looks for innovative solutions
3. Contributes towards innovative strategies
4. Fosters a spirit of innovation within the team
5. Is highly creative and offers fresh ideas and solutions

## **Interpersonal Skills**

1. Builds effective working/professional relationships with XYZ
2. Effectively manages emotions, as well as the emotions of others
3. Interprets and handles conflict well to ensure a win-win solution
4. Is fully aware of the right words to use and ensures that what is said has a positive effect on other people
5. Ability to disagree “gracefully” and respectfully when he/she does not accept or agree with something
6. Is assertive and expresses himself/herself in a respectful and understandable manner
7. Knows how to solve problems and identify solutions effectively
8. Demonstrates an air of confidence and poise when articulating issues or expressing his/her own feelings
9. Knows how and when to give constructive feedback to others and easily accepts feedback
10. Influences those around him/her in a positive way and inspires them to be the best they can be
11. Is talented at making people feel encouraged and appreciated
12. Demonstrates a positive attitude and has a great influence on those around him/her

## **Learning Skills**

1. Displays a positive outlook towards learning new methods/techniques/skills
2. Is a rapid learner and adapts quickly to change

3. Demonstrates a willingness to share his or her learning experiences with the peer group
4. Encourages and promotes a learning culture within the team
5. Accepts criticism and learns from mistakes

### **Management and Supervisory Skills**

1. Is seen as a role model for others
2. Demonstrates honesty and integrity in every interaction
3. Is sincere and fosters an environment of trust amongst team members.
4. Is widely respected and sought out for advice
5. Able to set clear expectations and objectives with direct reports to achieve results
6. Actively participates in employee development; meets consistently with direct reports to follow-up developmental tasks and goals
7. Provides timely and consistent feedback on performance and meets with direct reports to show concern for their performance
8. Gives consistent encouragement and constructive suggestions to direct reports to improve performance
9. Effectively communicates organizational policies, procedures and other critical information to direct reports
10. Promotes open and honest communication amongst team members
11. Understands how to motivate direct reports to achieve desired results
12. Provides the team with the required resources to achieve results
13. Holds team members accountable to results
14. Maximizes the value of recognition as a way of motivating and retaining team members
15. Achieves results through others by maximizing employee potential
16. Is seen as approachable and available to team members

### **Potential of an Employee**

1. Is capable of handling additional responsibilities and ready for promotion to the next level
2. Is capable of being entrusted with important assignments and projects
3. Can enhance his or her skills further by participating in various classroom or external training activities
4. Has the potential to learn new and additional skills for future career advancement
5. Demonstrates exceptional learning ability and seeks opportunities for advancement
6. Has great potential for leadership role in the future.
7. Is considered to be top talent in this department.
8. Is making a strong effort to acquire greater experience and skills to increase value to the organization.

### **Process Improvement Skills**

1. Displayed consistent overall improvement and growth
2. Has an innate ability to think of various types of methods of improvement
3. Accomplished amazing results by displaying marked improvement in ....
4. Can consistently plan on the go towards improvement

## **Productivity and Time Management Abilities**

1. Consistently delivers beyond expectations
2. Exceeds the normal standards of output delivery
3. Is highly conscientious about the quality of his/her work
4. Substantially contributes towards the continued growth and operation of the organization
5. Is an important pillar of success for the department
6. Always meets deadlines consistently; manages time well
7. Respectful of others time
8. Maintains the schedule of meetings
9. Demonstrates a sense of urgency in carrying out job duties
10. Seeks out and accepts responsibility; follows through