

80 USEFUL PHRASES FOR POSITIVE & CONSTRUCTIVE PERFORMANCE REVIEWS

REGULAR PERFORMANCE REVIEWS HELP EMPLOYEES THRIVE by keeping them abreast of how well they are meeting the expectations of their roles, and they offer an opportunity for managers to provide recommendations for improvement. When they're executed successfully, they can build mutual trust and respect between employees and managers.

One common roadblock that prevents employees from being reviewed in a timely manner is the amount of time and effort it takes for managers to complete performance reviews. HR can help support managers by training them on time-saving techniques like **using templated, compliant phrases that can be tailored to the specific employee's circumstances.**

Whether the employee is a rockstar or is struggling, here are 80 direct and succinct phrases that can be used to deliver effective and appropriate feedback.

AREA OF FOCUS: ATTENDANCE

Exceeds Expectations

1. Consistently prompt or early to work, meetings, or other job-related functions.
2. Does not deviate from the attendance policy and/or set work schedule.
3. Had perfect attendance over __ weeks/months.
4. Arrives at work on time with a positive attitude.
5. Inspires other team members to follow their lead on attendance.

Needs Improvement

6. Has been late with some or frequent regularity to work, meetings, or other job-related functions.
7. Deviates from the attendance policy and/or set work schedule.
8. Has frequently exceeded allotted vacation and/or PTO days.
9. Takes unscheduled breaks or returns late from scheduled breaks.
10. Keeps other team members waiting due to tardiness or absence.

AREA OF FOCUS:
ATTITUDE

Exceeds Expectations

11 Has a positive and engaging attitude that inspires the entire team.

12 Tries to find the positive in all situations.

13 Keeps team morale high by making team members smile even in difficult times.

14 Motivates the team with optimism and encouragement.

15 Attitude is indicative of his/her enthusiasm for their job/the organization.

Needs Improvement

16 Attitude can negatively affect the rest of the team.

17 Is quick to engage in arguments with others.

18 Allows stress to impact work and/or relationships with coworkers.

19 Can be seen as dismissive to other team members.

20 Attitude seems to reflect his/her indifference to their job/the organization.

AREA OF FOCUS:
RELIABILITY

Exceeds Expectations

21 Consistently one of the most reliable team members.

22 Can be counted on in a variety of situations or scenarios.

23 Steps up to go the extra mile to get the job done.

24 Always performs at or above job expectations.

25 Work ethic and consistency demonstrates their care for the job.

Needs Improvement

26 Work is inconsistent and needs frequent oversight.

27 Does not seem interested in learning to do the job the right way.

28 Rarely goes out of their way to help other team members.

29 Pride is not demonstrated in caliber of work.

30 Does not seem concerned with opinions of managers/coworkers/customers.

AREA OF FOCUS:

TIME MANAGEMENT

Exceeds Expectations

41 Consistently demonstrates an ability to use time efficiently.

42 Regularly meets or beats deadlines.

43 Is motivated to complete tasks in a timely manner.

44 Respects the time of other coworkers by staying on schedule.

45 Is good at prioritizing tasks to stay on schedule.

Needs Improvement

46 Frequently misses deadlines.

47 Has trouble prioritizing tasks based on length and/or importance.

48 Gets sidetracked with non-work related items.

49 Does not value coworkers' time evidenced by missing deadlines or exceeding allotted timelines.

40 Lacks dedication to improving poor time management skills.

AREA OF FOCUS:

INTERPERSONAL SKILLS

Exceeds Expectations

41 Is widely respected and has a strong bond with coworkers.

42 Is friendly and easy to get along with.

43 Makes others feel appreciated.

44 Is a great fit within the team dynamic.

45 Works well with a variety of personality types.

Needs Improvement

46 Needs improvement in working with others.

47 Can be abrasive when communicating with others.

48 Coworkers find him/her difficult to get along with.

49 Tends to prioritize own needs or wants over the rest of the team.

50 Displays an attitude of superiority or indifference.

AREA OF FOCUS:
LEADERSHIP SKILLS

Exceeds Expectations

51 Is willing to step in to provide assistance to coworkers.

52 Presents well-thought out opinions and ideas to the benefit of the entire team.

53 Is able to delegate work that ensures everyone is working to their best ability.

54 Practices active listening and promotes an open culture conducive to learning.

55 Is an excellent role model for the rest of the team to follow.

Needs Improvement

56 Is perceived as condescending in communications.

57 Does not show respect to team members.

58 Does not recognize others' achievements or a job well done.

59 Is not open to concerns or ideas shared by team members.

60 Slows the team down through micromanaging or overanalysis.

AREA OF FOCUS:
CUSTOMER SERVICE

Exceeds Expectations

61 Superb customer support/customer service rating.

62 Is well-equipped to deal with various types of customers.

63 Shows care and pride when providing service and support.

64 Handles difficult customer situations with grace.

65 A model employee for customer service.

Needs Improvement

66 Has received low marks on customer service ratings or surveys.

67 Struggles with phone/email/in-person service in particular.

68 Needs to improve efficiency in dealing with customer service issues.

69 Is more concerned with speed than providing quality resolution.

70 Needs to improve people skills when dealing with customers.

AREA OF FOCUS:

OVERALL PERFORMANCE

Exceeds Expectations

71	Met or exceeded expectations on goals established during last performance review.
72	Shows initiative and interest in improving strategies and results.
73	Sets ambitious yet realistic goals for themselves.
74	Is consistently a top performing team member.
75	Demonstrates a genuine desire to learn, improve, and/or excel.

Needs Improvement

76	Did not meet performance goals established during last performance review.
77	Rarely goes beyond the bare minimum expected of them.
78	Does not seem to want to grow beyond what they are already doing.
79	Is consistently a low performing team member.
80	Lacks a desire to learn, improve, and/or excel.

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