Performance Assessment Sheet

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| Competency | Agreed Rating  (1-5) as per key below | Team Member comments | Manager comments |
| 1. Communication and Collaboration  * Communicates clearly and effectively (listening, written and verbal) * Flexible and willing to listen to ideas that are different to your own * Share information in a timely manner |  |  |  |
| 1. Service Excellence (internal and external)  * Deliver - doing what you say you will do * Always professional both on phone & in person * Deals with difficult situations constructively * Proactively identifies opportunities to improve and solutions focused |  |  |  |
| 1. Resourcefulness/Results  * Shows initiative and effective problem solving * Finds more effective and efficient ways to do what we do * Meets requirements outlined in job description * Proactively identifies bottlenecks (and potential resolutions) |  |  |  |
| 1. Teamwork  * Seeks ways to support members of own team * Continuously works as part of the wider practice team * Shares expertise & knowledge with others |  |  |  |
| 1. Personal Accountability  * Gets the job done on time * Accurate and avoids errors * Transparency – act as though the world is watching * Ownership – is honest with self, colleagues, and clients |  |  |  |
| 1. Specific objective 1.   *e.g., 90% of patient records to be accurate, complete, and fully computerized. This will have been agreed in previous review* |  |  |  |
| 1. Specific objective 2.   *e.g., RNZCGP practice accreditation requirements to be implemented* |  |  |  |

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| --- | --- | --- | --- | --- | --- |
| Rating Scale | 1  Does Not Meet Expectations | 2  Needs Improvement – Still Developing | 3  Meets Expectations | 4  Exceeds Expectations | 5  Outstanding |
|  | Performance is below what is expected on a regular basis | Sometimes performs at an acceptable level but not consistent and needs improvement. **OR** New to role and still developing | Solid performance, always does a good job and what is expected | High overall performance, regularly goes beyond what is expected | Consistently exceeds expectations |

Specific Objectives for next XX Months To be agreed:

Discuss and agree on some specific projects or objectives to be completed – e.g.:

To be competent in MYOB

To advance accounting knowledge

Development

Discuss and agree on development objectives and activities including formal training, on the job learning etc

We agree that we have fully discussed and noted the information and action points

Reviewer (Name & signature): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Team member (Name & signature): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_