

## Performance Review Scoring Sections

### Core Values:

The employee and the supervisor must each provide a summary about the employee's performance as it relates to the OSU Core Values defined below. The supervisor will input one rating for all of the core values. Support the rating with specific examples observed over the past year.

**Stewardship of Resources** - Uses University resources wisely and encourages others to do so, as well; accepts individual responsibility for actions that affect institution; pursues opportunities to deliver services more efficiently and effectively.

**Integrity** - Committed to principles of truth and honesty; straightforward, forthright and appropriate in communications; keeps confidences; admits mistakes; widely trusted; honors commitments and promises; upholds the highest ethical conduct.

**Respect for Diversity** – Seeks opportunities to learn and understand other cultures; celebrates and appreciates differences; respects different opinions; seeks to understand before acting.

**Service to Others** – Anticipates the needs of others; provides prompt and courteous service with a positive attitude; takes pride in what he/she does.

**Excellence and Continuous Self-Improvement** – Seeks excellence in all endeavors; embraces change; recognizes personal strengths and weaknesses and strives for improvement; seeks improvements in processes and services; demonstrates positive safety behaviors; cultivates a passion for life-long learning; attends required training such as Safety, HIPAA, FERPA, Ethics, and Sexual Harassment.

### Major Responsibilities of the Position: (from job description)

Employee enters brief description of major responsibilities/objectives and the Supervisor validates.

### Behaviors:

The employee and the supervisor must each provide a summary about the employee's performance as it relates to the OSU Behaviors defined below. The supervisor will input one rating for all of the behaviors. Support the rating with specific examples observed over the past year.

**Initiative and Dependability** - The ability to use sound judgment to make decisions appropriate to job level; knows what needs to be done and does it without step-by-step instructions and reminders. Demonstrates positive safety behaviors. Can be relied upon to complete assignments in a timely manner; demonstrates consistent attendance at work.

**Listening and Communication** - Practices active listening; has patience to hear people out; can accurately restate opinion of others even when he/she disagrees; ability to convey thoughts, concepts and ideas in a way that is clear and understandable; knows what to communicate, to whom and when, and does so in an appropriate manner.

**Teamwork and Interpersonal Skills** - Ability to work with others to achieve a common goal; cooperative; encourages collaboration; relates well to others; builds positive relationships; uses diplomacy and tact; builds rapport with others easily.

## **Supervisory Skills (only if applicable):**

**The employee and the supervisor must each provide a summary about the employee's performance as it related to the Supervisory Skills defined below. The supervisor will input one rating for all of the skills. Support the rating with specific examples observed over the past year.**

**Empowering** - Clearly & comfortably gives assignments to staff; communicates timeframes/resources/needed outcomes then gets out of the way and lets people perform.

**Supervisory Courage** - Able to deal with touchy situations directly and appropriately; not afraid to take negative action when necessary; handles issues at the risk of not being liked.

**Developing Direct Reports** - Recognizes learning needs of staff and offers them opportunities to develop.

**Building Effective Teams** - Creates synergy on team; manages in a way that creates strong morale and energy; balances needs of group with individual needs.

**Problem Solving** - Solves difficult problems with effective solutions; looks beyond the obvious and analyzes the true cause of issues.

## **Added in 2017 for all Clinic Staff and Clinic Financial Services Staff under the "Service to Others" for Core Values score and to the Behaviors score:**

### **With the OSU Medicine Service Excellence Philosophy:**

*"We enrich lives by providing compassionate care and amazing service to every life we touch."*

**Service to Others** – Anticipates the needs of others; provides prompt and courteous service with a positive attitude; takes pride in what he/she does.

**Behaviors:** We achieve our service standards with behaviors centered around safety, courtesy, presentation, and efficiency:

#### **Safety is:**

Be aware of environment  
Be intentional in your actions  
Ensure accuracy  
Mitigate potential hazards

#### **Courtesy is:**

Welcome & actively engage in a friendly and respectful manner  
Be responsive, polite, and helpful  
Smile  
Show appreciation and say "Thank You"

#### **Presentation is:**

Be professional  
Have a clean and neat appearance  
Maintain a clean and organized work area  
Remember what you represent at all times

#### **Efficiency is:**

Respond to needs in a timely manner  
Organize and prioritize your work  
Be available and respect others' time  
Be innovative