

Writing Performance Reviews course

COURSE PLAYLIST: <https://www.youtube.com/playlist?list=PLzLHunnjEdX-ADKUCb7MPRbqLBomJpsAu>

NOTE: Open this PDF on a desktop or tablet for clickable links to the YouTube course playlist and other materials.

One of the most important jobs managers have is to make sure their employees work effectively and achieve results. Clear, ongoing communication and written performance documentation are crucial to that process. This video course helps managers and supervisors set performance objectives and write performance appraisals more easily and efficiently.

Workbook: *Writing Performance Reviews* (available on Amazon [in print](#) and [as an ebook](#))

Questions

(THE ANSWERS BEGIN ON PAGE 3.)

1. Which of these objectives is NOT a good criterion for performance objectives?
 - A. Specific objectives
 - B. Measurable objectives
 - C. Time-bound objectives
 - D. Objectives the employee cannot interpret
2. Which one of these objectives meets the SMART criteria we've reviewed?
 - A. "Run more productive meetings."
 - B. "Develop and distribute an agenda at least three days before the meeting, and make sure that the meeting follows the agenda."
3. Only one of these performance objectives is well written; which one is it?
 - A. "Be more punctual."
 - B. "Unless an emergency prevents you from doing so, be at your station ready to work by 8:30 each morning, with no more than two exceptions each quarter."
4. Which performance objective is better written?
 - A. "Judy will need to show an improvement in her leadership behavior."
 - B. "During the performance period, Judy will spend at least 30 minutes preparing for team meeting so that she can participate fully in the conversation. Her silence during the weekly calls has been perceived as apathy during her direct reports."

5. Which statement is not true of acceptable performance documentation?
- A. Performance documentation should describe behavior, performance, and results.
 - B. Performance documentation should uphold a manager's personal biases.
6. Which statement clearly describes performance without relying on subjective terms?
- A. "Mary always waits for someone else to answer the telephone."
 - B. "Mary is lazy and doesn't like answering the telephone."
7. Which statement clearly describes performance without relying on subjective terms?
- A. "Josh is very unprofessional in his dealings with clients."
 - B. "Three times during this performance period, I overheard Josh telling off-color jokes to clients."
8. Which statement is an opinion rather than an observation?
- A. "Martina is very dedicated to her job."
 - B. "Martina came into the office three Saturdays in a row to complete an important project so the client would have it on time."
9. Which statement is an opinion rather than an observation?
- A. "Octavio disregards cube etiquette."
 - B. "Octavio talks very loudly on the phone to both customers and friends, plays music from his computer, and sometimes sings. Even though his coworkers have asked him repeatedly to respect the collective work environment, he has not changed his behavior."
10. Which statement is specific and complete?
- A. "Often, Jim fails to sign out when he leaves to make a delivery."
 - B. "I overheard Cynthia tell a customer that the customer's sister had overdrawn her checking account."
11. Which statement is specific and complete?
- A. "Lorenzo closes more sales than any other salesperson on our staff."
 - B. "During a five-month period, we received four letters from customers commenting on how much Alicia helped them."

Answers

EACH CORRECT ANSWER IS IN BOLDFACE BELOW.

1. Which of these objectives is NOT a good criterion for performance objectives?
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