





**Evaluations – Useful Tool? Or Necessary Evil?**



**5 Commonalities**


1. Most Centers do have some sort of performance evaluations systems in place.
2. Performance evaluations in the Center are *absolutely* necessary for many reasons.
3. Many Centers have valuable and worthwhile performance evaluation forms or processes.
4. Most of us have rarely had an evaluation that we consider *valuable* to us or our employer.
5. Evaluations are often considered a 'necessary evil' instead of a 'powerful agent for high performance and change'.



**Making Evaluations Make Sense**

**Lesson 3 - Learning Points**

1. The Trainer's /tool
2. Difficult Evaluations
3. '3' Purposes
4. '5' Reasons
5. '3' Types
6. '7' Destructive
7. Recognizing What Doesn't Work




**Do you love evaluations?**  
Y/N

**Evaluations A Trainer's Tool?**

Evaluations can be **valuable** but often the form or the process are **difficult**.


Lesson 3 is a discussion that may help you explore **positive change**, if needed for your process or form.



**What needs to be changed?**

**Why Are Evaluations Difficult?**

1. Form is 'too complicated' or **NOT** understood
2. Raters are uncomfortable with the system
3. There is not enough 'time' to do effectively




**These things keep us ineffective**

- Evaluations ratings depend upon 'who' is rating you
- Most of us dread giving others bad news
- Most evaluators are **NOT** trained and wing it
- 'Our perception' – may not be good with evaluations



**"Welcome to the Ego Repair Hotline!**  
Press 1 for 'Hey, you look great today!'  
Press 2 for 'How did you get to be so smart?'  
Press 3 for 'I wish I was more like you!'"




**How am I doing?**

**3 Basic Purposes Of Evaluations**

**#1**

Identifies Call Taker or Dispatcher competence, effectiveness, and ability to fulfill the core **responsibilities** of the work.



**How can you help me improve?**

**3 Basic Purposes Of Evaluations**

**#2**

Identifies areas of **need** for employee development – professional goals.

Are we keeping our promise?

### 3 Basic Purposes Of Evaluations

#3

Identifies areas of need in the agency overall  
**performance** for training, re-training and development of SOP – agency goals.

Evaluations Can Be An...

Open Direct Trusting Efficient Accurate Exchange of...

Information Experiences Perceptions Feelings ... About...	Accomplishments Expectations Actual Performance Needs/Events... Leading to...	Setting Goals-Guidance Improved Communications Increased Trust Renewed Commitment
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Are yours?

It's an agency guide

### 5 Reasons To Evaluate – For Agency

#1

Without good evaluations systems the agency has **NO** idea what is happening compared to what is *supposed* to happen with individuals, shifts, the entire agency.

It's an agency guide

### 5 Reasons To Evaluate – For Agency

#1

Without good evaluations systems the agency has **NO** idea what is happening. Would you want this happening at your agency? 📢

What is your promise?

### 5 Reasons To Evaluate – For Agency

#2

**Good evals provide responsible supervision and direction.**  
 It is the trainers, supervisors and eventually the director's responsibility to ensure the processes and forms are **effective.**

We can show the work is good.

### 5 Reasons To Evaluate – For Agency

#3

Evaluation forms- as well as gathered data from those forms - provide **documentation** of the agency's accountability to manage the Center responsibly.

We don't assume here, we know

### 5 Reasons To Evaluate – For Agency

#4

Regular evals improve communications and **MORALE.**  
 What better way to connect with your employees than to **take time** to value their work and assess their capabilities with them.

Things that need to change

### 5 Reasons To Evaluate – For Agency

#5

**Pro-active** noticing of potentially dangerous practices, methods and habits before they become a problem.  
 Court isn't **FUN.** Ensure you have a good system in place that is clear and definable.

Why Evaluate

### 5 Reasons To Evaluate – For Employee

1. This is one of the few times that an employee and supervisor get to talk about the **current reality** of their work. **MUCH needed attention.**

Why Evaluate

Reasons To Evaluate – For Employee

2. People want to know how they are doing. A good evaluation offers **NO** surprises to a Telecommunicator, but does allow for a re-group.

Why

Reasons To Evaluate – For Employee

3. It is a chance to have a **positive** discussion about the future, **purge the past and get a realistic assessment from an expert regarding work.**

Why

Reasons To Evaluate – For Employee

4. This is a chance to praise an employee and provide **positive feedback** and motivate and inspire. Burn out can be caused by lack of rewards for hard work. Supervisors must view this as a core responsibility.

Things that need to change

Reasons To Evaluate – For Employee

5. The employee can discuss future development, needs, plans for career growth. This is an **opportunity** to get to know the employee better and create an atmosphere of valuing and trust. **Again, much needed.**

Why

Reasons To Evaluate – For Employee

6. In the event core duties, responsibilities, tasks and expected work standards are not being met – this time is the time for notification, goal-setting, monitoring...a chance to improve. Can't fix it if....

Let's talk about how we do this.

**3** Types of Evaluation

1. Unspoken (Sensory)
2. Simple Feedback (Informal)
3. Scheduled Evaluation (Formal)

Don't think it, know it.

**1. Unspoken (Sensory)**

This includes unspoken feedback, gut feeling, body signals and ways of communicating.

Supervisors and trainers can often get a **"gut feeling"** or perception of a person's performance but that is not enough.

Did you talk about this prior?

**2. Simple Feedback (Informal)**

Most important – this sets the stage for the formal (official) documentation.

This can be supportive in litigation both in word and on paper.

The formal evaluation **MUST** match counseling and other forms of verbal or written evals, no surprises.

What I thought and felt | What I learned

What I still need to know | What I missed

spivetta:

1. Allows Trainee to OWN learning
2. Insight - Yours
3. Documentation
4. Set goals
5. Connection-Bridge
6. ID Gaps - Missing

What is needed? **TIME**



