

2017 Manager & Supervisor Performance Evaluation

There are three performance evaluation forms designed to address three employee performance levels: 1) Executives and Directors; 2) Managers and Supervisors; and 3) Professional, Paraprofessional and all other employees.

THIS FORM IS FOR MANAGERS AND SUPERVISORS WHO SUPERVISE THE WORK OF OTHER EMPLOYEES, WHO ARE NOT EXECUTIVES OR DIRECTORS. This form is for employees who have completed the probationary period.

This form is comprised of four sections:

Section I – Employee Information

Section II – Universal Behavioral Competency Review and Ratings

Section III – Performance Results and Ratings. Goals and Results ratings based on the employee's technical competence and performance results.

Section IV – An Overall Performance Rating comprised of 50/50 competency and performance results ratings.

If you should have any questions, please contact the Office of Talent Development and Performance Management at (313) 224-9418 or by email at talentdevelopment@detroitmi.gov.

Section I: Employee Information

Employee Name *

Title	First	Last	Suffix

Employee Number – Oracle/Workbrain *

Email Address *

Position/Title *

Department/Division *

Employee's Bargaining Unit Association, if applicable

Date of Hire *

Please use the drop-down menu to select the length of time in your current position: *

Less than six months

▼

Supervisor/Rater Name *

Supervisor/Rater Title *

Supervisor/Rater Email Address *

Today's Date

/

/

MMDDYYYY

Performance Evaluation Status (Check One) *

- ☐ Initial Goal Setting
- ☐ Mid-Year Review
- ☐ Annual Performance Evaluation

Section II: Managerial and Supervisory Behavioral Competency Review and Ratings

Rating Scale and Definitions

Please use the following rating scale to rate your employee.

Achieved Excellence – 5: The employee is truly one of the department and city's most outstanding managers/supervisors. The employee demonstrates exceptional performance, fosters a climate that sustains excellence and optimizes results. This level represents the highest level of manager/supervisor performance, as evidenced by the extraordinary impact on the achievement of the mission of the office and of the department and city. The manager/supervisor is an inspirational leader and is considered a role model by department's leadership, peers and employees.

Exceeded Expectations – 4: Core leadership competencies and performance exceed what is normally expected. The employee demonstrates a very high level of performance beyond that required for successful performance. The manager/supervisor is a proven, highly effective leader who builds trust and instills confidence in department and city leadership, peers and employees. The manager/supervisor consistently exceeds established performance expectations.

Achieved Expectations – 3: The employee satisfactorily achieved performance expectations. The manager/supervisor demonstrates the high level of performance expected and the manager's/supervisor's actions and leadership contribute positively toward the achievement of strategic goals and meaningful results for the department. The manager/supervisor is an effective, solid, and dependable leader who delivers high-quality results based on measures of quality, quantity, efficiency, and/or effectiveness within agreed upon timelines. The manager/supervisor meets and often exceeds challenging performances expectations established.

Minimally Satisfactory – 2: Core leadership competencies are below expectations. The manager's/supervisor's contributions to the department are acceptable in the short term but do not appreciably advance the department towards achievement of its goals and objectives.

Unacceptable – 1: Significant performance failures resulting in serious negative impact to operations and/or programs are evident in one or more objectives. Core leadership competencies are below expectations and one or more Employee-Specific Performance Objectives were not met, resulting in negative impact to operations and/or programs.

Behavioral Competency Ratings

These universal behavioral competencies are core managerial and supervisory competencies. Review each competency definition and rate the employee using the rating scale.

1. SUPERVISES AND MANAGES PERFORMANCE – Builds a multi-sector workforce based on organizational goals, budget considerations, and staffing needs. Ensures tasks are delegated and completed by monitoring performance against predetermined standards and requirements and holding staff accountable for meeting expectations. *

	Unacceptable	Minimally Satisfactory	Achieved Expectations	Exceeded Expectations	Achieved Excellence
Supervises and Manages Performance	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

Supervises and Manages Performance Comments: *

Maximum Allowed: 2000 words. Currently Used: 0 words.

2. THINKS SYSTEMICALLY AND INSPIRES CHANGE – Understands the “big picture” and the interrelationships of major agency programs, systems and activities establishing and/or implementing a strategic vision and direction for the organization or group. *

	Unacceptable	Minimally Satisfactory	Achieved Expectations	Exceeded Expectations	Achieved Excellence
Thinks Systemically and Inspires Change	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

Thinks Systemically and Inspires Change Comments: *

Maximum Allowed: 1000 words. Currently Used: 0 words.

3. CUSTOMER SERVICE ORIENTATION – Actively looks for ways to identify and meet the customer needs. *

	Unacceptable	Minimally Satisfactory	Achieved Expectations	Exceeded Expectations	Achieved Excellence
Customer Service Orientation	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

Customer Service Orientation Comments: *

Maximum Allowed: 1000 words. *Currently Used: 0 words.*

4. BUILDS AND MAINTAINS RELATIONSHIPS – Builds and maintains effective relationships to share information, establish partnerships and leverage expertise to accomplish the organization's goals. *

	Unacceptable	Minimally Satisfactory	Achieved Expectations	Exceeded Expectations	Achieved Excellence
Builds and Maintains Relationships	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

Builds and Maintains Relationships Comments: *

Maximum Allowed: 1000 words. *Currently Used: 0 words.*

5. FOSTERS CONTINUOUS IMPROVEMENT AND INNOVATION – Promotes efforts aimed at improving current business processes through a culture that fosters continuous improvement and innovation. Identifies and implements improvements and innovations that increase efficiency and enhances work quality. *

	Unacceptable	Minimally Satisfactory	Achieved Expectations	Exceeded Expectations	Achieved Excellence
Fosters Continuous Improvement and Innovation	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

Fosters Continuous Improvement and Innovation Comments: *

Maximum Allowed: 1000 words. *Currently Used: 0 words.*

Section III: Specific Performance Results and Accomplishment Ratings

List 3–5 performance objectives accomplished by the employee during the 2016–2017 performance year. List results and accomplishments that represent the key, measurable expectations which were met by the manager/supervisor during the rating period. Please provide an explanation to support your rating linked to strategic plans and operational goals. A minimum of three (3) Goals and Key Results are required.

SMART Goal/Objective #1 *

Maximum Allowed: 200 words. *Currently Used: 0 words.*

Goal #1 Accomplishment/Key Results:

*

Maximum Allowed: 1500 words. *Currently Used: 0 words.*

*

	Unacceptable	Minimally Satisfactory	Achieved Expectations	Exceeded Expectations	Achieved Excellence	N/A
Goal #1 Rating	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> -

SMART Goal/Objective #2 *

Maximum Allowed: 200 words. *Currently Used: 0 words.*

Goal #2 Accomplishment/Key Results:

*

Maximum Allowed: 1500 words. *Currently Used: 0 words.*

*

	Unacceptable	Minimally Satisfactory	Achieved Expectations	Exceeded Expectations	Achieved Excellence	N/A
Goal #2 Rating	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> -

SMART Goal/Objective #3 *

Maximum Allowed: 200 words. *Currently Used: 0 words.*

Goal #3 Accomplishment/Key Results:

*

Maximum Allowed: 1500 words. *Currently Used: 0 words.*

*

	Unacceptable	Minimally Satisfactory	Achieved Expectations	Exceeded Expectations	Achieved Excellence	N/A
Goal #3 Rating	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> -

SMART Goal/Objective #4

Maximum Allowed: 200 words. *Currently Used: 0 words.*

Goal #4 Accomplishment/Key Results:

Maximum Allowed: 1500 words. *Currently Used: 0 words.*

	Unacceptable	Minimally Satisfactory	Achieved Expectations	Exceeded Expectations	Achieved Excellence	N/A
Goal #4 Rating	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> -

SMART Goal/Objective #5

Maximum Allowed: 200 words. *Currently Used: 0 words.*

Goal #5 Accomplishment/Key Results:

Maximum Allowed: 1500 words. *Currently Used: 0 words.*

	Unacceptable	Minimally Satisfactory	Achieved Expectations	Exceeded Expectations	Achieved Excellence	N/A
Goal #5 Rating	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> -

Section IV: OVERALL PERFORMANCE EVALUATION RATING

The manager/supervisor's overall rating is determined by a 50/50 contribution of the overall competency rating and overall results rating.

1. Provide an overall rating for the manager/supervisor's competencies;
2. Provide an overall rating for the manager/supervisor's results rating;
3. Use the average of the two to determine the manager/supervisor's overall 2016–2017 Performance Evaluation Rating.

*

	Unacceptable	Minimally Satisfactory	Achieved Expectations	Exceeded Expectations	Achieved Excellence
Section II: Overall Competency Rating (50%)	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Section III: Overall Performance Results Rating (50%)	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
= ANNUAL PERFORMANCE EVALUATION RATING (100%)	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

In your opinion, what are the main strengths of the employee? *

Maximum Allowed: 1500 words. *Currently Used: 0 words.*

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