

## Word Choice Reference for Describing Performance

Good Performance	Poor Performance
<p><b>Quality of Work</b> Accurate, neat, attentive to detail, consistent, thorough, high standards, follows procedures.</p>	<p><b>Quality of Work</b> Increase in number of errors, lacks attention to detail, inconsistency in quality, not thorough, work often incomplete, diminished standards of work produced, does not follow procedures.</p>
<p><b>Dependability</b> Consistent attendance, punctuality, reliability, follows regulations completely.</p>	<p><b>Dependability</b> Absenteeism, multiple instances of unauthorized leave, excessive sick leave, frequent Monday and/or Friday absences, repeated absences.</p>
<p><b>Communication</b> Adept at oral and written communication, shares information with peers and supervisors, handles internal and external communications.</p>	<p><b>Communication</b> Diminished oral and written communication, misuses information for personal gain or to hurt others, tells peers and supervisors/managers too much or too little, misinterprets information received, covers up problems.</p>
<p><b>Internal/External Relationships</b> Agreeable constructive, flexible, helps without being asked, handles customers/vendors/outside, seeks and maintains good relationships, expedites orders and projects.</p>	<p><b>Internal/External Relationships</b> Disagreeable, openly mistrusts many people, edgy, easily and frequently angered and hurt, rigid, unable to work with others in new ways, deteriorating relationships with various contacts, overreacts to real or perceived criticisms, unstable relationships, blames others.</p>
<p><b>Judgment</b> Tactful, displays sensitivity common sense, maintains confidentiality, makes sound decisions, sizes up situations, take appropriate actions.</p>	<p><b>Judgment</b> Tactless, says things that hurt co-workers, clients or customers, does not use common sense, illogical reasons for behaviors, violates confidentiality, poor ability to size up situations, does not understand the whole picture, inattentive to safety procedures.</p>
<p><b>Organizational Abilities</b> Set realistic priorities, organizes time, set schedules, meets deadlines, completes projects on time, use time well, does not waste time, ability to coordinate with others.</p>	<p><b>Organizational Abilities</b> Sets unrealistic priorities, poor use of time, inefficient scheduling, missed deadlines, incomplete projects, inability to coordinate with others.</p>
<p><b>Volume of Work</b> Keeps up with work load, meets crash deadlines when necessary, steady, consistent, willing to put in extra effort.</p>	<p><b>Volume of Work</b> Overwhelmed by realistic workload, work piles up, makes commitments and does not meet them, unavailable for extra work, rigid, cannot increase workload when needed, volatile, easily upset, inconsistent pace of work.</p>
<p><b>Job Knowledge/Technical Skills</b> Knows what has to be done, seldom need instruction, proficient in all technical aspects of job, knows how to run equipment, able to work independently, able to instruct, guides and trains others, understands safety/security procedures and</p>	<p><b>Job Knowledge/Technical Skills</b> Doesn't know what has to be done, frequently needs instructions, not keeping pace with technical development of job, does not use equipment properly, unable to work independently, does not instruct, guide or train others.</p>

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<p>maintains them.</p>	
<p><b>Motivation</b> Genuine commitment to job, energetic, self-starting, takes initiative, shows enthusiasm, and high energy level.</p>	<p><b>Motivation</b> Lack of commitment to job, unconcerned with quality or product/service, disinterested in current assignments, frequent references to job dissatisfaction, low energy level, needs frequent prodding to initiate activities or complete tasks.</p>
<p><b>Reaction To Stress</b> Can be depended upon when deadlines pressures intensify, able to remain calm and effective despite irritation or changes in plans and policies, rarely loses temper, show good frustration tolerance, able to handle irate customers/vendors.</p>	<p><b>Reaction to Stress</b> Difficulty in concentration, increased accident rate on and off the job, becomes upset over minor irritations, frequent changes in plans, poorly controlled emotions, easily loses temper, yells, cries, withdraws.</p>
<p><b>Problem Solving</b> Troubleshoots, quick insight an able to learn, handles complex assignments, analytical, get to the point quickly.</p>	<p><b>Problem Solving</b> Does not recognize a problem exists, cannot define the problem, one track mind, most problems have the same few causes or solutions, blames others, covers up problems.</p>
<p><b>Creativity</b> Innovative, generates original solutions, develops new options, suggests improvements, willing to try new concepts.</p>	<p><b>Creativity</b> Focuses on negatives, easily dismisses/discounts new ideas, unwilling to try new ideas, habitual thought and behavior, offers same solutions for all problems, fears risk, need constant supervision and reassurance, over reliance on structure, does not question, unable to determine new options.</p>
<p><b>Decisiveness</b> Willingness to make decisions, makes appropriate decisions, ask questions when needed.</p>	<p><b>Decisiveness</b> Unwillingness to make decisions, asks too many people for advice, tries to solve a problem without thinking it through, acts impulsively.</p>
<p><b>Hygiene</b> Clothing appropriate to work (i.e., uniform, work clothes), comes to work clean, no offensive odors, appears healthy and clear-eyed, not flush or pale, is alert.</p>	<p><b>Hygiene</b> Inappropriate clothing (i.e., too casual or too formal), sexually inappropriate, appears unclean/unwashed, offensive odors, appears ill, flushed or pale, has glazed or bloodshot eyes, not alert, inattentive.</p>