



## Evaluations – Useful Tool? Or Necessary Evil?

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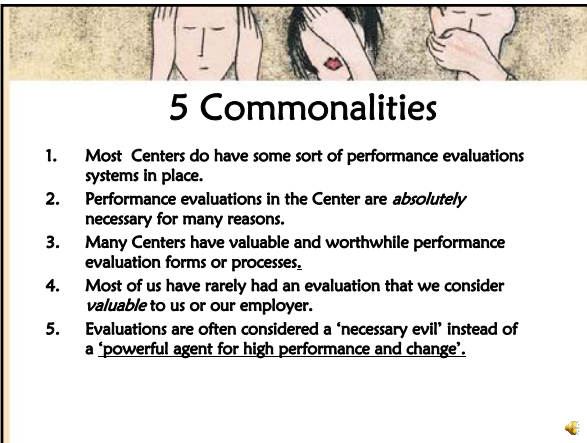
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## 5 Commonalities

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'.

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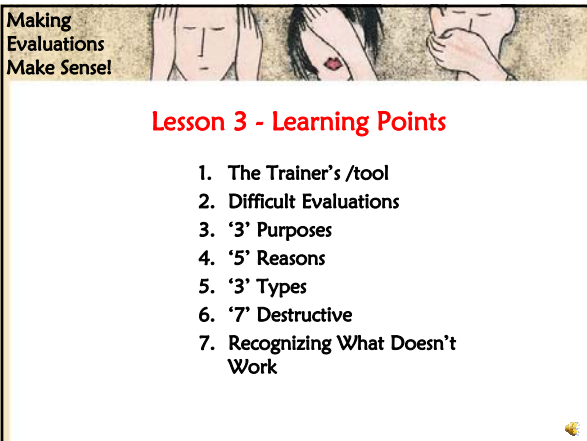
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Making  
Evaluations  
Make Sense!

## 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

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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.



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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



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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



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“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!’”

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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.

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How can you help me improve?



### 3 Basic Purposes Of Evaluations

**#2**  
Identifies areas of **need** for employee development – professional goals.

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