

Preparing for Year End Reviews

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- Writing your performance evaluation
- Asking for a promotion
- The Power of Non-Verbal Communication

Agenda

Writing Your Performance Evaluation

- Get prepared
 - Compile “kudos” that you received from peers or customers
 - Document how you achieved each of your performance objectives
 - Which ones did you exceed
 - If you missed any explain why
 - List all the projects you worked
 - What were the benefits of those projects?
 - Was the project above and beyond the requirements of your job
- Write your own performance evaluation – don’t rely on your manager to do it
 - Submit your performance evaluation prior to your scheduled review (the earlier the better)
- Summarize by listing what you want to focus on next year

<u>Objective/Metric</u>	<u>Results</u>
<p><i>At the beginning of the year, or performance period, the employee and leaders should establish objectives for the year along with success metrics. The success metrics should be measurable and objective.</i></p>	<p><i>This is where the employee should document their achievement against the objective and success metrics.</i></p>
<p>Objective: Facilitate the creation of the workplace Customer Experience Journey Map that is tied to the Corporate Services strategy and captures speed to market in the eyes of the customer and includes a holistic focused set of metrics for CS</p> <p>Success Metrics:</p> <ol style="list-style-type: none"> a. Pilot: Create a customer experience journey map for the JAR by end of 1st Qtr b. Create the MAC experience journey map for workplace by July 31st c. Prepare proposed solution for front door to measure time to market by end of Q2 	<p>All journey maps are complete and improvements are being worked by the respective teams.</p> <ul style="list-style-type: none"> • Moves – Completed on Feb 21st • JARs – Completed on June 15th • Front Door – Completed on June 30th <p>Over and above: partnering with HR to improve on-boarding process for employees while in NEO</p>

Documenting how you achieved your Performance Objectives

Do's & Don'ts

- Keep it simple and concise
- Use quantifiable results as much as possible (i.e., finished two weeks ahead of schedule, improved production time by 10%)
- Highlight benefits of your accomplishments
- Review for grammar errors
- Don't write a novel
- Don't exaggerate results – stick to the facts
- Don't take sole credit for work that was accomplished by a team



Asking for a Promotion

- Get Prepared
- How and why do you qualify for the promotion
 - Review the job requirements of the next level....do you meet them?
- List out your major accomplishments
- Put it all together for your manager



Requirements of next level/positions	Examples highlighting how I currently meet or exceed those requirements
<ul style="list-style-type: none">- Independently manages complex projects	<ul style="list-style-type: none">- Over the last year I managed the financial forecasting process and was solely responsible for the process. We made 5 improvements to the process, the project finished on time and we received praise from the CFO.
<ul style="list-style-type: none">- Provides advice and guidance, and negotiates approval of communication materials with executive management and subject matter experts	<ul style="list-style-type: none">- List out examples of where you have done this type of work or similar work in this role or other roles

Your manager said “not right now”.....now what

1

Ask for feedback from your manager about what you need to work on to get ready for a promotion

2

Create a development plan and share it with your manager

3

Ask to have a 360 Review completed to uncover blind spots, opportunities and strengths

Don't forget The Power of Non-Verbal Communication

- Non-verbal communication accounts for 60% of our communication
- Use your non-verbal communication to show confidence and ability
 - When asking for that promotion don't use the "question inflection"
 - Be cautious of your tone and pace
 - Where are your hands?
 - What about your gaze....are you taking advantage of the Power Gaze?
 - Are you on the same level.....
 - How is your posture
 - And don't forget to smile

What Makes Up What We Hear

