

## **SAMPLE: Staff Behaviours and Skills Used in Reviews**

From Southern Ontario Library Services (SOLS) *Internal Policies & Procedures Manual*

**Note:** the following table contains categories and specific behaviours/skills used in annual performance reviews and can be modified to meet the needs and requirements of particular organizations.

<b>Analysis</b>	Demonstrates the ability to gather relevant information, understands relationships between different pieces of information, understands cause and effect and generates solutions to practical problems.
<b>Collaboration/Cooperation</b>	Displays sound internal and external relations; assists others with appropriate degree of initiative and accountability for own actions.
<b>Communication</b>	Practices sound written, oral and comprehension skills; takes initiative for apprising supervisor/relevant others of pertinent matters/information, as required. Such practices include the ability to accurately listen to others, understand their feelings, needs and points of view and then respond appropriately.
<b>Creativity</b>	Introduces or generates new ideas, methods, or processes to improve performance in the workplace.
<b>Client Focus: (Internal &amp; External)</b>	Tries all possible ways to solve clients' problems including appropriate handling and decision-making before referring to others. Keeps clients informed and seeks ways to improve client satisfaction.
<b>Health and Safety</b>	Is aware of SOLS' health and safety policy and responsibilities and exercises appropriate care in the workplace.
<b>Initiative</b>	Demonstrates a bias for taking action to meet immediate challenges, or to think ahead to meet future opportunities and challenges.
<b>Judgment</b>	Is rational, objective and unbiased when taking action or making decisions. Accomplishes and/or selects effective approach to tasks or problems.
<b>Organizing Work</b>	Establishes clearly defined course of action to accomplish goals and to organize work efforts.
<b>Problem Solving</b>	Handles problems effectively and/or difficult situations showing appropriate involvement of others, when needed. Employs sound planning skills to avoid problems.
<b>Professional/Technical Expertise</b>	Shows sound knowledge and application of job roles, duties, policies, procedures, information technology, and other relevant resources, good self-awareness and retention in these areas.
<b>Service Effectiveness and Efficiency</b>	Is dependable, thorough, accurate; responds to internal and external demands during peak and non-peak periods appropriately.