

# CoachStation: Employee Assessment 9-Blocker Performance, Behaviours and Motivation



**Performance** (x-axis): The accomplishment of a given task measured against pre-set, known standards of accuracy, completeness, cost, and speed. Performance (based on current job) aligned to specific input and influence into outcomes and results:

- a) Delivers business/functional results
- b) Demonstrates core competencies
- c) Acts in the spirit of the company values

Performance management reminds us that being busy is not the same as producing results. It reminds us that training, strong commitment and lots of hard work alone are not results. **The major contribution of performance management is its focus on achieving results** -- useful products and services for customers inside and outside the organisation. Performance management redirects our efforts away from 'busyness toward effectiveness'.

**Motivation/Self-Drive** (y-axis): Demonstrates through actions and intention the drive to achieve goals, feel more fulfilled and improve overall quality of life. This requires self-reflection, honesty and deliberate action to develop self and others. Demonstrates personal commitment and a desire to be proactive, ethical in dealings with others and is committed to the future. Possesses the personal drive and integrity through self-awareness and own commitment to continual improvement. Being resilient and persistent to push through challenges, yet comfortable to seek assistance, where required. Persisting beyond the basic requirements to make the choice for more; choosing to apply additional discretionary effort.

**Behaviours** (assess out of 10): combining a positive mindset and a specific set of positive behaviours - assess with other relevant behaviours for the role:

- *Teamwork & Self Reliance*: able to work in different settings
- *Empathy*: the ability and willingness to sense other people's emotions, coupled with the ability to imagine what someone else might be thinking or feeling
- *Altruism and Caring*: working well with and for the good of others; actively demonstrates interest in others success; mentors and supports
- *Emotional Intelligence*: being aware of one's impact on others and of their impact on you; and responding accordingly
- *Problem Solving*: recognise problems & know how to solve them; seeing opportunities rather than risks
- *Creativity*: able to offer solutions or work with others to do this. Thinks outside the box and beyond rarely accepts that things cannot be improved
- *Organisation*: structured, planned, calm and a sense of control
- *Continuous Improvement*: action-oriented; investing in self and others to be better; seeks opportunity and rarely comfortable with the norm
- *Conscientious & Concern for Standards*: delivers on time and on target, whilst helping others and ensuring delivery of high-quality work
- *Listens and Questions*: actively listens and reacts to others positively – asks appropriate questions to understand and delve
- *Values Driven*: intentionally understands and demonstrates personal values – maintains beliefs about what is right/good + seeks understanding in others
- *Integrity*: always displaying consistency, honesty, and truthfulness or accuracy in words and actions.

#### **Behavioural Assessment Key:**

- 1-2** = No positive demonstration of behaviours. Almost always presents a negative view and no team-orientation. Very little or no self-awareness.
- 3-4** = Limited or patchy positive behaviours shown. Mostly focused on self. Predominantly a negative perspective. Low standards and EI awareness.
- 5-6** = Sometimes focuses on others - generally focused on self. Can work in a team and contributes as required, with some proactivity. Some EI awareness.
- 7-8** = Puts others needs equal to self - team player. Proactive - regularly thinks about role and improvement. Well organised and often delivers extra.
- 9-10** = Actively supports and develops others and is a 'giver' by nature. Rarely have to follow up. High EI and standards. Delivers beyond expectations.