Setting Expectations and Evaluating Employee Needs

The categories below are expectations that will help your employee understand what they are held accountable for. This list can be used during one-on-ones to help recognize what areas they are excelling, what the needs of the employee are, and/or what expectations are not being clearly defined.

**Performance Expectations**
(Items that need to be regularly monitored.)

**Discipleship**
- Honor Code (includes Dress and Grooming)
- Mission Statement
- Guiding Principles
- Concepts from key university addresses
- Attitude

**Human Relations**
- Customer service (includes telephone etiquette)
- Courtesy and kindness with co-workers and the general public
- Teamwork (working together, cooperation, flexibility, participation, etc.)
- Communication skills (written and verbal)
- Willingness to accept feedback

**Quality of Work**
- Attendance and punctuality
- Task Management (stays on-task, manages time well, etc.)
- Dependability (follows through on agreements, finishes assignments, etc.)
- Efficiency (finishes assignments in a timely manner)
- Productivity and output (quantity of work)
- Accuracy
- Neatness and orderliness
- Initiative
- Appropriate use of resources
- Adherence to policies and procedures

**Job Knowledge**
- Staying current on job skills (through education, training, etc.)
- Learning new skills (through education, training, etc.)
- Preparing for future opportunities and situations

“Performance expectations are the basis for appraising employee performance. Written performance standards let you compare the employee’s performance with mutually understood expectations and minimize ambiguity in providing feedback.

– Stanford University, “Establishing Performance Expectations”