**Conflict Management: Exceeds Expectations Phrases**

* Communicates ideas and opinions effectively during any form of argument.
* Handles emotions well during highly charged discussions and expresses them appropriately.
* Understands other people's emotions and feelings and knows how to manage them in the right channel.
* Shows great critical thinking capabilities and comes up with workable solutions to find a breakthrough during any conflict.
* Asserts feelings and emotions without feeling the urge to blame others.
* Address problems before they morph into serious issues with great ramifications.
* Knows how to draw out the perspective of unwilling participants.
* Readily forgives others and accepts to move forward without any grudge.
* Knows when to back down and when to press for the necessary interests.
* Escalates issues that require being handled by the top management when it is necessary.
* Compromises during a conflict and tries to accommodate other people's ideas and opinions.
* Shows creativity regarding coming up with good problem-solving ideas and possible solutions.
* Shows great commitment towards conflict resolutions and the maintenance of peace.
* Shows a caring and attentive nature when engaging with other people.
* Exhibits good negotiation abilities and skills and strives to find a win-win solution for all parties.
* Has strong conflict management skills and abilities that help to yield good results.
* Allows other people to express their views openly without the need to bring them down.
* Readily accepts when on the wrong and takes full responsibility.
* Develops workable and reasonable dialogue models plans for conflict management.
* Does follow-up after a resolution has been achieved to ensure all are faring well.
* Does not know how to manage emotions during conflict management.
* Always interrupts when others are sharing their points of view.
* Shows laxity when handling conflicts and frustrates effort to end it.
* Allows problems to develop into serious issues instead of dealing with them first.
* Feels the urge blame others for the problems at hand instead of trying to find a solution.
* Always tends to deny when on the wrong and does not take responsibility for the consequences.
* Does not address serious issues especially when they require escalation.
* Uses harsh words on others when involved in any conflict.
* Does not satisfactorily express grievances in a manner that can be understood clearly.
* Jumps into conclusions first before listening to what the other party has to say.

## Appearance and Grooming: Exceeds Expectations Phrases

* Always maintains a professional appearance in dress and manner of doing things
* Always carries a smile and friendly greeting to share with others in the entire office
  + Readily adheres to the company's dress and grooming policy and regulations
* Represents the company well at all the off-site meetings attended
* Motivates team members and always leads the others by example
* Adheres to the traditional culture of honor and respect for one another
* Dresses in a dignified manner that causes others to respect boundaries
* Presents a warm, unique look that attracts customers, coworkers, and staff
* Ensures good example is set before other employees especially the newbies
* Dresses the part to create both personal and corporate confidence
* Wears a bright smile every day that lights up the entire company
* Keeps the company culture alive by respecting the dress code
* Does not use grooming that conflicts with the company policy
* Work hard to ensure good looks, and hard work go together
* Determined to keep the workplace a happy and respectable dwelling
* Does not project an image of professionalism through the dressing
* Highly inconsistent in enforcing and following the company policies and procedures
* Often disrespectful and unfair in dealing with subordinates about their grooming
* Fails to display an acceptable standard of good professional grooming
* Often shows up at work with uncombed hair and in wrinkled clothes
* Does not take any steps to work on the overall impression made
* Tends to use overly familiar terms like kiddo or buddy
* Gossips about the coworkers and picks battles easily bringing conflict in the workplace
* Fails to meet the company's policy on the personal hygiene standards
* Inconsistent in following and keeping major ethical business practices that matter to the company

Time Management

The student:

Jim arrives each day fully prepared to tackle his responsibilities.

Heather is reliable and does not have any attendance problems.

Bill always ensures his employees adhere to their lunch schedules and breaks.

Kevin meets all company standards for attendance and punctuality.

Julia begins each day refreshed and ready for any challenges she will face.

Greg’s attention to punctuality has paid off this year, he consistently arrives on time.

Jim starts meetings and ends them on time.

Jason schedules his time off well in advance.

Holly is conscientious of others when scheduling time off.

Joe is dependable and reliable.

Lilly is willing to put in long hours as necessary to get the job done.

Tim always meets his deadlines with his projects.

Jennifer is a very timely employee and is very trustworthy.

Kelly is very prompt at the start of each work day.

Bill manages his staff to a great attendance score. His staff is frequently among the top performers in the company for on-time arrivals.

Lenny demonstrates the secret to success is not who works the longest, but who works the smartest. With this said, Lenny is also one of our top employees for attendance and reliability.

We appreciate the way Kylie sets the standard for schedules on her team. Kylie is consistently on-time and runs a tight ship.

Bill adequately manages his schedule and works well with the schedule set for him during the week.

Phil is very strict about time keeping and his employees respect him. He manages to keep his employees on task and on schedule.

Jim works his assigned schedule without complaint.

Harry schedules meeting with appropriate advance notice and maintains a good schedule while at work.

Lyle manages a tough schedule with his staff, yet always maintain adequate staffing levels.

Paul is a reliable performer and maintains a good schedule.

We have had no issues with Timothy’s schedule – he has good attendance and does not deviate from the standard attendance policy.

## Negative Sample Attendance & Punctuality Performance Review Phrases

Harry is continually late for work and should improve this area by focusing on showing up on time each day.

George fails to show up to work on time and keep a normal work schedule.

Tim is often takes extended lunches and does not make up the added time in his work schedule.

Bill frequently leads meetings which run beyond their allotted times. Bill should improve this by keeping his meetings to their prescribed time.

Doug consistently takes longer breaks than permitted.

Roger takes too many personal phone calls during the day.

Trina took several more personal days than permitted and was frequently not here when needed.

Jim frequently provides excuses for his late arrival times, yet does not account for things such as heavy traffic in his travel time.

Bill does not show up on time in the morning and then leaves at his normally scheduled exit time. Bill needs to improve his work schedule.

Jennifer often runs behind schedule throughout a typical work day causing meetings to start late which affects others’ schedules. She needs to get her schedule in order to help her coworkers.

Ryan is often tardy for work and despite repeated warnings, does not respect the attendance policy.

For most of the year, Jim has had excellent attendance. Over the last several months, he is frequently absent or late for work. Jim should improve his reliability.

For the most part, Paul has been good with his schedule. However, during the summer months, Paul frequently leaves early or takes a half day of unscheduled time off on Friday. This provides a bad impression for his coworkers and employees.

During the winter months, Tim frequently arrives late and does not adequately take weather and traffic into account for his schedule.

Most of the time, Kyle is a reliable employee with his schedule. We occasionally have an issue, though, and Kyle should continue to improve his punctuality.

Attitude

The student:

* is an enthusiastic learner who seems to enjoy school.
* exhibits a positive outlook and attitude in the classroom.
* appears well rested and ready for each day's activities.
* shows enthusiasm for classroom activities.
* shows initiative and looks for new ways to get involved.
* uses instincts to deal with matters independently and in a positive way.
* strives to reach their full potential.
* is committed to doing their best.

Behavior

The student:

* cooperates consistently with the teacher and other students.
* transitions easily between classroom activities without distraction.
* is courteous and shows good manners in the classroom.
* follows classroom rules.
* conducts themselves with maturity.
* responds appropriately when corrected.
* remains focused on the activity at hand.
* resists the urge to be distracted by other students.
* is kind and helpful to everyone in the classroom.
* sets an example of excellence in behavior and cooperation.

Character

The student:

* shows respect for teachers and peers.
* treats school property and the belongings of others with care and respect.
* is honest and trustworthy in dealings with others.
* displays good citizenship by assisting other students.
* joins in school community projects.
* is concerned about the feelings of peers.
* faithfully performs classroom tasks.
* can be depended on to do what they are asked to do.
* seeks responsibilities and follows through.
* is thoughtful in interactions with others.
* is kind, respectful and helpful when interacting with his/her peers
* is respectful of other students in our classroom and the school community
* demonstrates responsibility daily by caring for the materials in our classroom
* and thoughtfully
* takes his/her classroom jobs seriously and demonstrates responsibility when completing them
* is always honest and can be counted on to recount information when asked
* is considerate when interacting with his/her teachers
* demonstrates his/her manners on a daily basis and is always respectful
* has incredible self-discipline and always gets his/her work done in a timely manner
* can be counted on to be one of the first students to begin working on the task that is given
* perseveres when faced with difficulty by asking questions and trying his/her best
* does not give up when facing a task that is difficult and always does his/her best
* is such a caring boy/girl and demonstrates concern for his/her peers
* demonstrates his/her caring nature when helping his/her peers when they need the assistance
* is a model citizen in our classroom

Communication Skills

The student:

* has a well-developed vocabulary.
* chooses words with care.
* has a vibrant imagination and excels in creative writing.
* has found their voice through poetry writing.
* uses vivid language in writing.
* writes clearly and with purpose.
* writes with depth and insight.
* can make a logical and persuasive argument.
* listens to the comments and ideas of others without interrupting.