

## Employee Annual Performance Review

### Employee Information

Employee Name: **Don Green**

Department: **FLLG**

Job Title: **Attorney**

Date: **11/21/23**

Manager: **Jessica Most, Matt Barnes**

### Evaluation Key

Use this rating key for the following evaluation:

1 = *Below Expectations*

Does not meet expectations on a consistent basis

2 = *Meets Expectations*

Meets set expectations continually and consistently

3 = *Exceeds Expectations*

Meets set expectations and exceeds them on a regular basis

(3) = Exceeds Expectations

(2) = Meets Expectations

(1) = Below Expectations

### Job Duties

Accuracy of Work	X	<input type="checkbox"/>	<input type="checkbox"/>
Achieves Set Metrics & Objectives	X	<input type="checkbox"/>	<input type="checkbox"/>
Attendance & Schedule Adherence	X	<input type="checkbox"/>	<input type="checkbox"/>
Demonstrates Required Job Skills and Knowledge	X	<input type="checkbox"/>	<input type="checkbox"/>
Demonstrates Problem Solving Skills	X	<input type="checkbox"/>	<input type="checkbox"/>

(3) = Exceeds Expectations

(2) = Meets Expectations

(1) = Below Expectations

### Professionalism

Open to Constructive Criticism	<input type="checkbox"/>	X	<input type="checkbox"/>
Offers Constructive Feedback	X	<input type="checkbox"/>	<input type="checkbox"/>
Takes Responsibility for Actions	X	<input type="checkbox"/>	<input type="checkbox"/>
Displays Proper Office Etiquette (Language, Demeanor, Attire, etc.)	<input type="checkbox"/>	X	<input type="checkbox"/>
Adapts Well to Change	X	<input type="checkbox"/>	<input type="checkbox"/>

### Leadership Qualities

Displays Positive Leadership Qualities with Team	X
Recognizes Potential Problems and Develops Creative Solutions	X
Communicates Well with Management	X

### Evaluation Summary

Job Duties:	15
Professionalism:	13
Leadership Qualities:	3
<b>Total:</b>	<b>31</b>

### Core Values & GWC Analyzer

DRIVEN	CARING	TEAMWORK	ACCOUNTABILITY	ATTITUDE	ADAPTABLE	GET IT	WANT IT	CAPACITY
+	+	+	+	+	+	Y	Y	Y
<b>RATINGS: + +/- -</b>						<b>Y OR N</b>		

#### Additional Comments:

Don is an outstanding attorney and employee who consistently offers valuable feedback and strives to assist his South Carolina team of attorneys. He has received a number of core value cards and is recognized by management for regularly displaying teamwork, a positive and productive attitude, and leadership skills.

Don is always willing to step in and assist whenever needed, including when other attorneys are out and/or have outstanding tasks. Earlier this year, when Hurricane Idalia was a threat to SC, Don demonstrated initiative and problem-solving skills when he worked with his fellow SC attorneys to ensure an emergency plan was in place. The plan aimed to ensure client consultations would continue in the event of a power outage and that other attorney duties would also be completed. Don further demonstrated teamwork and accountability when he and Theresa formulated a plan to complete all program-related tasks following a fellow attorney's unexpected departure. His willingness to assist the firms wherever needed was also apparent when Don handled California full-service matters without hesitation when the CA attorney was away. Additionally, despite encountering a surprisingly rigorous and challenging process, Don is diligently taking steps to renew his Washington license at the firm's request.

Don is extremely driven, as evidenced by the number of file and offer reviews completed, as compared to the other attorneys in his state. Although he maintains roughly the same number of files as other SC attorneys, Don has completed over 400 reviews for other attorneys this month alone. This is because he is always willing and eager to jump in and help to ensure the state doesn't fall behind. Don undeniably works hard to keep SC on track and to maintain a positive and supportive atmosphere within his group of attorneys.

Don has done an excellent job of improving his call timeliness over the past few months, eliminating any prior cause for concern in this area. His attrition rate over this past year averages 6.6%, which is higher than the firm's targeted average of 4%; however, his rates have primarily decreased over recent weeks (possibly, in part, due to improved call timeliness). Although there is some room for Don to improve his attrition rate, this number is likely to decrease as the consultation process continues to be modified and new approaches are implemented.


In keeping with the firm's goal of continued improvement in client attrition rates, a goal for the upcoming year will be for Don to implement more personable elements into his consultation calls to connect and build rapport with his clients. While Don's calls always sound professional and informative, adopting a bit more of a casual and conversational tone may be the missing piece needed to further reduce attrition.

### Verification of Review

*By signing this form, you confirm that you have discussed this review in detail with your supervisor. Signing this form does not necessarily indicate that you agree with this evaluation.*

  
Employee Signature

11/21/23  
Date

  
Manager Signature

11/21/23  
Date