List of few key strengths and development areas that you could look at

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| |  | | --- | | **Key Strengths**   1. **Focus on customer satisfaction** – As customers are vital to any organization, the staff performance shall be reflected by customer satisfaction describe how you contribute to increasing customer satisfaction and loyalty for the company’s long-term growth. | | 1. **Teamwork and collaboration** – Does the employee work well with others, share responsibility and do her best to be a part of the whole rather than a “lone wolf . Highlight how you build lasting relationships with other teams and work collaboratively to achieve common goals. | | 1. **Open communications** – emphasize your willingness to listen to new ideas, or to adopt alternative approaches | | 1. **Interpersonal skills** – stress your ability to work with all levels within the organization | | 1. **Adaptability:** An employee is expected to have problem solving skill or adaptability to situations. He must know how to react in certain circumstances or how to handle specific problems when it falls within or outside of his duties. This is a criterion to be evaluated in performance review 2. **Initiative and innovation at work:**. An employee is supposed to embrace new ideas freely and flexibly but not stick to old-school methods or procedures. He must be initiative to improve the overall performance  |  | | --- | | 1. **Attitude.** Dictionary.com defines attitude as a “settled way of thinking or feeling, typically reflected in a person’s behavior.” Attitude shows in how a person talks to others, how well she accepts criticism and similar behaviors. 2. **Job Knowledge.** How well does the employee demonstrate a solid knowledge of what it takes to do her job or seek out training to learn new skills as needed? 3. **Reliability.** Does the employee complete assignments as directed and in a reasonable amount of time? 4. **Time-management.** How well does the employee focus, manage his time, avoid distractions, etc.? 5. **Willingness to accept criticism or feedback.** Whether from a manager, a co-worker or a customer, an employee’s true attitude will often show when they are even mildly criticized or offered direction in their work   **Key Development areas**   1. Initiating Action : Takes prompt action to accomplish objectives; takes action to achieve goals beyond what is required; is proactive. 2. Communication Clearly conveys information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message 3. Decision Making: Identifies and understands issues, problems, and opportunities; 4. Developing Others Plans and supports the development of individuals’ skills and abilities so that they can fulfill current or future job/role responsibilities more effectively. 5. Presentation skills and cost consciousness | | |