



Defining “Expectations” in Performance Reviews

The term “*expectations*” outlines the baseline level of performance required. Use the following criteria to evaluate whether an employee consistently meets expectations:

1. Role-Specific Goals:

- Has the employee achieved the primary objectives and responsibilities for their role?
- Are they meeting established targets, deliverables, or project deadlines that are core to their position?

2. Quality and Consistency:

- Does the employee deliver work that meets the necessary standards for quality and accuracy?
- Are they consistent in their performance, demonstrating reliability and efficiency in their tasks?

3. Skill Application and Growth:

- Is the employee effectively applying the skills and knowledge required for the role?
- Are they showing growth in their skills, adapting to new challenges, and staying aligned with evolving job requirements?

4. Behavioral Standards:

- Does the employee consistently demonstrate professionalism and respect in their interactions with colleagues, clients, and stakeholders?
- Are they aligned with the organization’s values and culture, fostering collaboration and positive workplace relationships?

Tip for Managers:

“Meeting Expectations” means an employee reliably delivers on the key duties of their role. This level is the foundation upon which higher performance ratings are built. Employees who exceed this baseline demonstrate exceptional contributions beyond these established expectations. Use this guidance to assess if the employee has met, or occasionally exceeded, the expected performance in their role.