

**PERFORMANCE SUMMARY
FOR LEGAL SUPPORT STAFF**

Employee:	Evaluator:	Date:
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Purpose:

Performance evaluations are intended to assist the employee in improved performance and goal planning. This is an opportunity to offer the employee advice and counsel regarding the strengths and weaknesses of the employee's performance, and to discuss career development goals.

Rating Factor Definitions:

Exceed Expectations – This individual usually performs above and beyond the expectations of the job.

Meets Expectations – This individual *meets all reasonable and usual expectations* for performance. Work is performed in an entirely acceptable manner.

Below Expectations – Although performance may sometimes meet expectations, this rating indicates certain areas require attention and improved performance.

Not Applicable – Does not apply to this individual.

Guidelines:

1. The evaluator is asked to complete the following performance summary. Please forward the completed form to _____ **by** _____.
2. The evaluator is encouraged to discuss the performance summary personally with the employee.
3. Open communication and team work should be stressed.
4. A copy of this performance summary will be given to the employee.

Performance Factors	Exceed Expectations	Meets Expectations	Below Expectations	Not Applicable
I. TECHNICAL & PROFESSIONAL SKILLS				
1. Quality of Work a. Computer skills				
b. Alertness to revisions				
c. Conformity with established procedures.				
d. Thoroughness (spelling, grammar, neatness and accuracy)				
2. Production Level a. Volume of work processed				
b. Ability to meet deadlines				
3. Knowledge of Job a. Grasp of attorneys' practice and clientele				
b. Familiarity with formats, documents and procedures				
c. Proficiency with equipment				
d. Handling of sensitive and/or confidential matters				
4. Communication Skills a. Capacity for written and oral expression				
b. Demeanor with clients, callers and visitors				
c. Telephone manner				
d. Keeping attorneys informed of pending matters, deadlines, messages and schedule.				
Comments on Technical and Professional Skills:				

Performance Factors	Exceed Expectations	Meets Expectations	Below Expectations	Not Applicable
II. ON-THE-JOB ATTITUDE				
1. Initiative a. Personal involvement in all aspects of job				
b. Foresight in managing many work details				
c. Ability to work with minimal supervision				
d. Resourcefulness, originality and effectiveness in problem-solving.				
e. Willingness to ask for help when needed.				
2. Adaptability a. Capacity to learn/adjust/follow instructions.				
b. Effectiveness under pressure				
c. Response to criticism/suggestions				
d. Availability for overtime when necessary				
3. Dependability				
a. Follow through on assignments				
b. Requests work when time is available				
Comments regarding On-the-Job Attitude:				

2. List *areas for improvement* and *career development goals* for coming year.

3. Additional comments.

Evaluator: Please sign where indicated and return original to _____ by due date.

Signature of evaluator

Date

Employee: By signing below, the employee acknowledges receipt of a copy of this completed performance summary.

Signature of employee

Date