

Sample Performance Review Phrases (For Supervisors)

The following performance review phrases are provided to help supervisors complete evaluations by effectively rating and discussing key performance factors and to support the use of specific examples when providing feedback.

- **Detail-Oriented**
 - Consistently demonstrates a high level of accuracy and thoroughness in work.
 - Carefully reviews work to avoid errors and ensure quality.
 - Pays attention to small details without losing sight of the bigger picture.
 - Approaches tasks methodically and with precision.
- **Technical Skills**
 - Proficient in the use of software, systems, and digital tools relevant to the role.
 - Adapts quickly to new technologies and online platforms.
 - Troubleshoots basic technical issues independently.
 - Effectively uses digital resources to improve efficiency and outcomes.
- **Hardworking/Team-Oriented**
 - Demonstrates a strong work ethic and follows through on responsibilities.
 - Maintains a positive, proactive attitude in high-volume environments.
 - Builds trust and rapport, fostering a climate of mutual respect.
 - Willingly steps in to help others and contributes to a team-focused culture.
- **Excellent Communicator**
 - Communicates clearly and effectively in both written and verbal formats.
 - Adjusts communication style to suit different audiences.
 - Actively listens and provides thoughtful, timely responses.
 - Shares information in a concise, organized, and professional manner.
- **Personable & Customer Focused**
 - Maintains a welcoming and positive demeanor in all interactions.
 - Demonstrates patience, empathy, and professionalism when addressing needs or concerns.
 - Builds rapport easily and maintains strong, service-oriented relationships.
 - Goes above and beyond to ensure a positive experience for internal and external stakeholders.
- **Discreet & Trustworthy**
 - Maintains confidentiality with sensitive or personal information.
 - Exercises sound judgment in handling private matters.
 - Builds trust through reliability, honesty, and ethical conduct.
 - Respects boundaries and consistently protects institutional and individual privacy.



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Multitasker

- Efficiently manages multiple priorities and responsibilities at once.
- Stays organized and composed under pressure or tight deadlines.
- Balances competing demands without sacrificing quality or timeliness.
- Effectively switches between tasks and maintains productivity.

• **Flexibility**

- Easily adapts to changing assignments, effectively pivoting as priorities shift.
- Always maintains a calm and composed manner in tense situations.
- Knows the best ways to apply new and more effective methods.
- Very flexible and always adapts to changes in assignments.

• **Innovation**

- Excels in developing innovative and creative solutions.
- Is always willing to implement new ideas and approaches.
- Fosters a curiosity for innovative possibilities.

• **Decision Making**

- Effectively weighs risks, uncertainties, and assumptions.
- Makes decisions with confidence.
- Makes sound decisions under pressure.
- Makes sound decisions in the absence of detailed instructions.

• **Dependability**

- Is consistent, dependable, and accurate in carrying out responsibilities to a successful conclusion.
- Is reliable in meeting schedules and deadlines.
- Accepts all responsibilities fully and meets deadlines.
- Is always fully prepared.

• **Change Management**

- Proactively suggests new and innovative solutions to problems.
- Always comes with solutions when a challenge arises.
- Effectively embraces change.
- Adjusts well to new responsibilities and duties.

• **Performance Management (for Supervisors)**

- Actively monitors performance metrics and reviews data with employees.
- Effectively holds employees accountable for goals/metrics.
- Provides professional development feedback and opportunities.
- Addresses issues in a timely manner when expectations are not being met.
- Provides employees with regular recognition of achievements and accomplishments.