

Welcome to our virtual waiting room!

While you wait for the session to start, please take time to:

1. Mute yourself – audio and video
 - 1 in the picture
2. Visit the chat window
 - 2 in the picture
3. Check your name- update if incorrect
 - 3 in the picture
 - We are using these names to track attendance

BlueJeans Participant Screen

1. Camera mute, Audio Mute, Share your screen and Leave meeting
2. People roster, Chat, Apps and Settings
3. People roster detail

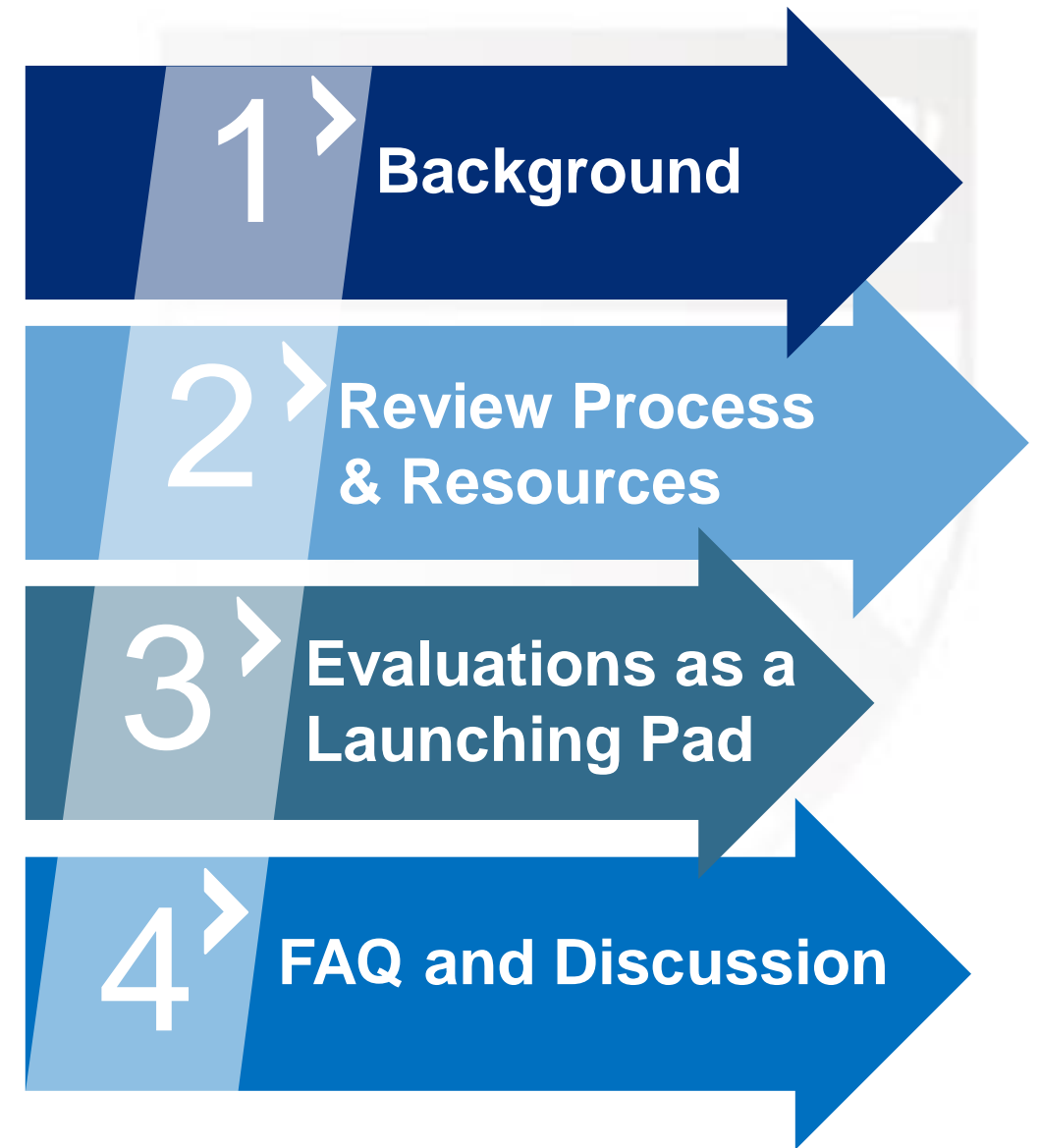
The screenshot shows the BlueJeans interface with several annotations:

- Who's talking:** A blue highlight on the microphone icon in the top toolbar, indicating the current speaker.
- Hide menu:** A red 'X' icon in the top toolbar.
- View People:** A red arrow pointing to the 'PEOPLE' icon in the top toolbar.
- 1:** A red number '1' in the top toolbar, pointing to the camera and audio mute icons.
- 2:** A red number '2' in the top toolbar, pointing to the chat, apps, and settings icons.
- 3:** A red number '3' in the people roster, pointing to the pencil icon next to the name 'Bev (me)'. A note states: "Click pencil to change your name. Mute/unmute your camera or microphone. **Note:** only moderators (marked by a * next to the name) can also mute & unmute other participants".
- Call Details:** A red arrow pointing to the 'Call Details' icon in the people roster.
- Mute/Unmute All:** Red arrows pointing to the 'Mute All' and 'Unmute All' buttons at the bottom of the people roster.
- Meeting Link:** A red arrow pointing to the meeting link 'bluejeans.com/6786088830' at the bottom of the screen.
- Bottom Bar:** Annotations for 'Hide Video Thumbnails', 'Switch Video and Content Frames', 'Your self view, with quality bar and mic status', and 'Send Meeting link to others'.

-  Pathway
-  Job Aid
-  Tool
-  Class
-  eLearning
-  Microlearning
-  Template

Leading Self:

How to use your self-evaluation and manager feedback to help shape the year ahead



Strong performance requires a clear understanding of expectations and progress



Feedback is the key to understanding



Goals



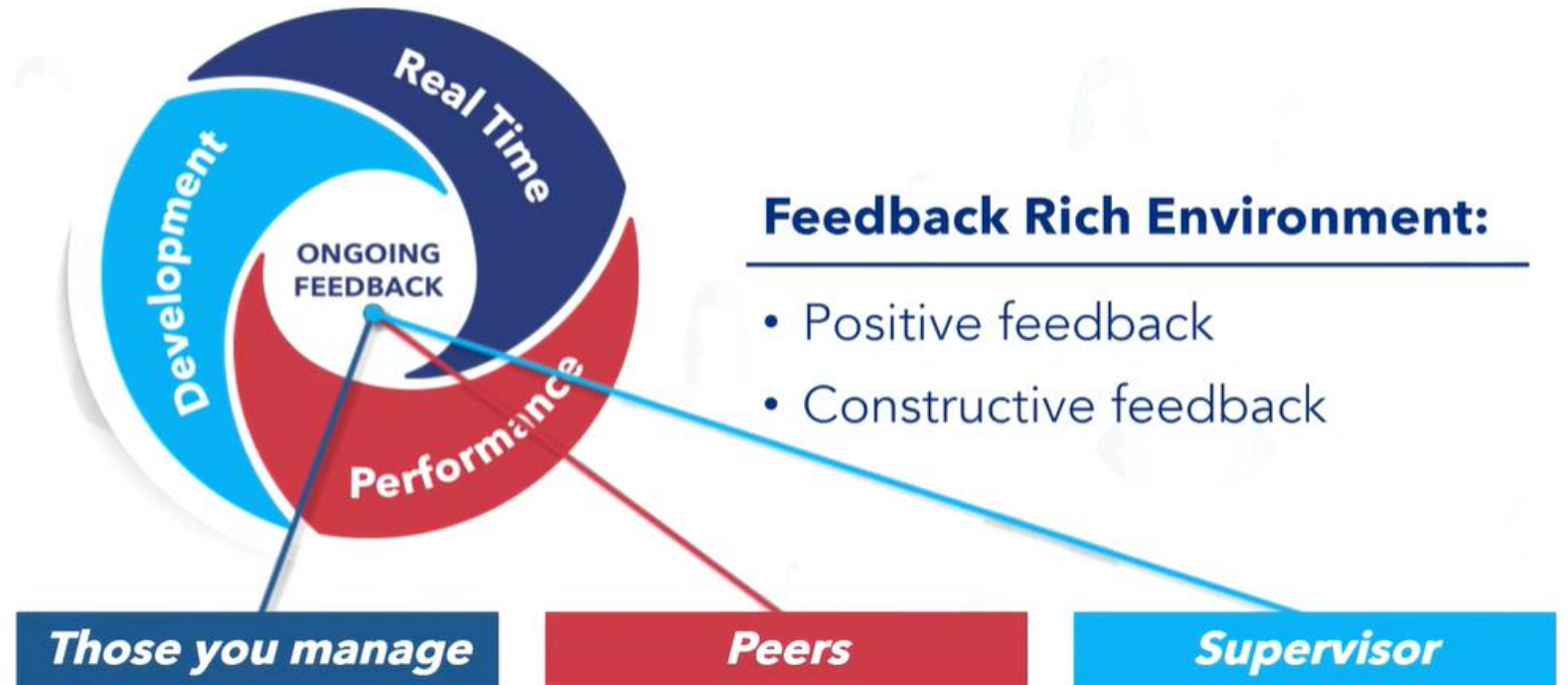
**Current
Performance**



Feedback Rich Environment

Both positive and constructive feedback **increase employee engagement**

Engagement is said to have a relationship with outcomes and **patient experience**.



Feedback Rich Environment



Focus

Providing immediate feedback after an observation

Purpose

Provide positive reinforcement for skills or correct habits and behaviors

Nature

Brief and informal



Feedback Rich Environment



Focus

Providing immediate feedback after an observation

Purpose

Provide positive reinforcement for skills or correct habits and behaviors

Nature

Brief and informal

Focus

Improving effectiveness in the current job

Purpose

Provide positive reinforcement for skills that contribute to performance or correct habits and behaviors to address a performance gap

Nature

Formal



Feedback Rich Environment

Focus

Future goals, career development, succession planning

Purpose

Build on strengths and develop skills over time in order to help someone achieve their long-term career goals

Nature

Formal



Focus

Providing immediate feedback after an observation

Purpose

Provide positive reinforcement for skills or correct habits and behaviors

Nature

Brief and informal

Focus

Improving effectiveness in the current job

Purpose

Provide positive reinforcement for skills that contribute to performance or correct habits and behaviors to address a performance gap

Nature

Formal



[Giving Real Time Feedback](#)

[Giving Performance Feedback](#)

[Giving Feedback for Development](#)



Penn Medicine

Why Performance Reviews?

Annual Performance Review



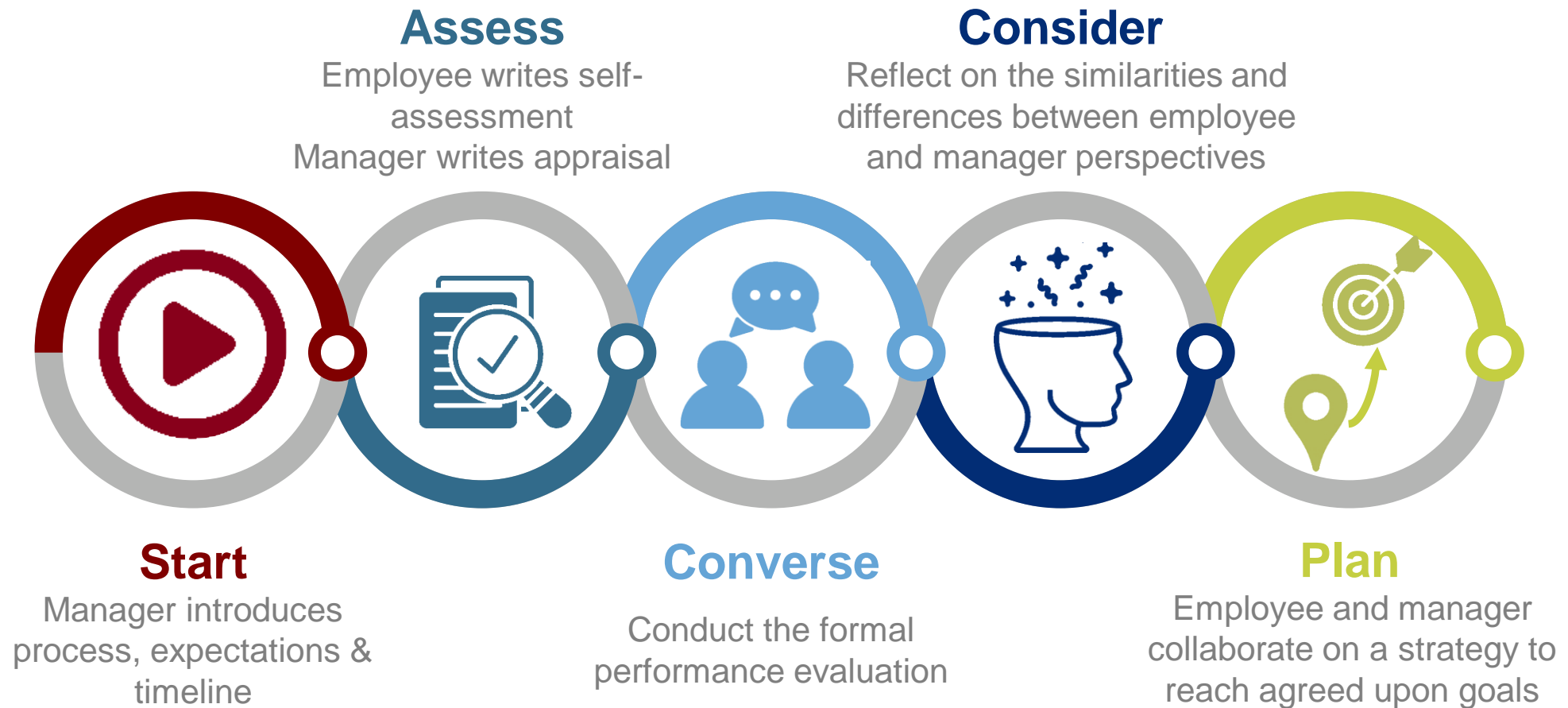
Employee

- **Summarize accomplishments**
- **Plan together for continued success**



Manager

Performance Appraisal Process



Performance Review Form FY21



Penn Medicine Name: _____ Date: _____

Part A: Performance Results - Leadership Evaluation
Self Evaluation and Manager Feedback

Provide narrative on the key accomplishments/performance results of the employee being reviewed. What results were achieved? E.g. What worked well? Where are there opportunities for improvement? What would you do differently?

CLINICAL: Ensures seamless department operations and the delivery of high quality and efficient care to patients and their families, including outstanding patient experience, timely access to care, and clinical quality.

Employee: _____

Manager: _____

RESEARCH: Oversees administration and financial integrity of research and translational efforts.

Employee: _____

Manager: _____

Page 2 of 10

3 Versions

- Manager, non-exempt and professional
- Performance Result
- Self Reflection
- Manager Evaluation

PART D MANAGER EVALUATION

Instructions: Nurse Manager completes this section based on their review of the clinical nurse's self-appraisal and peer review. The final reportable score is the score determined by the nurse manager.

	SELF-EVALUATION	MANAGER EVALUATION
Continuous Quality Improvement	0	-
Evidence-Based Practice & Research	0	-
Leadership	0	-
Person & Family Centered Care	0	-
Professionalism	0	-
Safety	0	-
Teamwork	0	-
Technology/Informatics	0	0.00
EVALUATION SCORE	0.34	0.00

Evidence Grid supports current level

If no, explain why: _____

Potential for Advancement: I, the Nurse Manager, recommend that this employee consider application to advance

Overall Summary: _____

Employee's Signature _____ Date _____

Nurse Manager's/Director's Signature _____ Date _____

[Human Resources site](#)

- Goals from prior year
- Professional Practices (KSA)
- Examples from Practice
- Peer Review
- Self Reflection
- Manager Evaluation

Performance Review Forms FY21



- Performance goals for year ahead
- (Optional):**
- Aspirational career goal
- Professional development goals

- Professional and organizational goals

Performance Review Forms FY21



Name: _____

Date: _____

Part B: Assessment of Behavioral Competencies

Assess the degree to which you/your employee demonstrate(s) the Level 4 Penn Medicine Behavioral Competencies using the Level 4 rubric. Hover over the competency name and the "Needs Development," "Skilled," and "Talented" check boxes for the definition of each and rate yourself/your employee as appropriate. Check only one box per competency.

Level 1 Competencies	Employee Self-Evaluation					Manager Evaluation of Employee				
	Needs Development	Approaching Skilled	Skilled	Approaching Talented	Talented	Needs Development	Approaching Skilled	Skilled	Approaching Talented	Talented
Instills Trust	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Values Differences	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patient/Customer Focus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Critical Thinking and Problem Solving	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Collaborates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicates Effectively	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensures Accountability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Demonstrates Self-Awareness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Level 2 Competencies	Needs Development	Approaching Skilled	Skilled	Approaching Talented	Talented	Needs Development	Approaching Skilled	Skilled	Approaching Talented	Talented
Manages Conflict	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tech Savvy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Self-Development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manages Ambiguity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being Resilient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nimble Learning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interpersonal Savvy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Both Include:

- Penn Medicine Competencies
- Self and manager assessment

Collaborates: Building partnerships and working collaboratively with others to meet shared objectives.

Needs Development	Skilled	Talented
<ul style="list-style-type: none"> • Overlooks opportunities to work collaboratively with others • Values own interests above others • Shuts down lines of communication across groups • Prefers to work alone and be accountable for individual contributions 	<ul style="list-style-type: none"> • Works collaboratively with others across the organization to achieve shared objectives • Represents own interests while being fair to others and their areas • Partners with others to get the work done • Gains support of others 	<ul style="list-style-type: none"> • Models collaboration across the organization • Facilitates an open dialogue with a wide variety of contributors and stakeholders • Balances own interests with others • Promotes high visibility of shared contributions to goals

SECTION 3: Organizational Behavioral Competencies

Background: Behavioral competencies outline essential behaviors staff must exhibit to maximize performance with respect to nursing practice.
Instructions: Review each competency and assess how skilled you believe you are with respect to each. Do you need improvement; are you skilled; or are you talented based on descriptions provided. Click the top radio buttons under each category designated SELF.

Being Resilient: Rebounding from setbacks and adversity when facing difficult situations.

<p>SELF <input type="radio"/> Needs Development</p> <ul style="list-style-type: none"> ■ Gets easily rattled in high-pressure situations ■ Exhibits low energy and motivation during times of stress and worry ■ Acts defensively when faced with criticism and roadblocks ■ Takes too long to recover from setbacks 	<p>MANAGER <input type="radio"/></p>	<p><input type="radio"/> Skilled</p> <ul style="list-style-type: none"> ■ Is confident under pressure ■ Handles and manages crises effectively ■ Maintains a positive attitude despite adversity ■ Bounces back from setbacks ■ Grows from hardships and negative experiences 	<p><input type="radio"/> Talented</p> <ul style="list-style-type: none"> ■ Stays focused and composed in stressful situations ■ Maintains a positive attitude and forward-thinking approach despite troubling circumstances or setbacks ■ Takes constructive action to navigate difficulties or obstacles ■ Is viewed as a source of confidence in high-stress situations
--	---	---	--

Collaborates: Building partnerships and working collaboratively with others to meet shared objectives.

<p>SELF <input type="radio"/> Needs Development</p> <ul style="list-style-type: none"> ■ Overlooks opportunities to work collaboratively with others ■ Values own interests above others 	<p>MANAGER <input type="radio"/></p>	<p><input type="radio"/> Skilled</p> <ul style="list-style-type: none"> ■ Works collaboratively with others across the organization to achieve shared objectives 	<p><input type="radio"/> Talented</p> <ul style="list-style-type: none"> ■ Models collaboration across the organization ■ Facilitates an open dialogue with a wide of contributors and stakeholders as own interests with others as high visibility of shared contributions to goals
--	---	--	---





Considerations for Your Self-Evaluation



Review FY 20 goals and your progress against those goals

- Document how you used feedback to get even better results in FY20



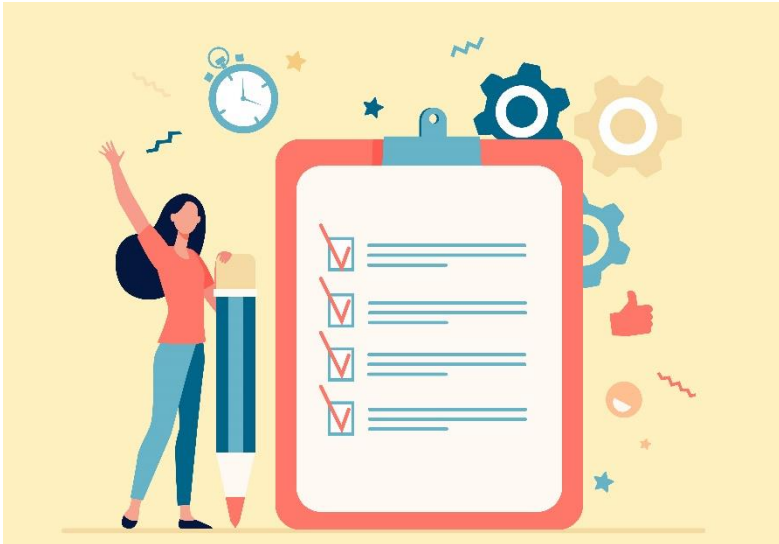
Considerations for Your Self-Evaluation

Review FY 20 goals and your progress against those goals

- Document how you used feedback to get even better results in FY20

Provide your key accomplishments. If possible:

- Quantify your achievements
- Relate them to the team and organizational goals



Considerations for Your Self-Evaluation



Review FY 20 goals and your progress against those goals

- Document how you used feedback to get even better results in FY20

Provide your key accomplishments. If possible:

- Quantify your achievements
- Relate them to the team and organizational goals

Note opportunities for improvement

- Demonstrate self-awareness
- Identify focus areas for FY21 – how do you want to grow?



Considerations for Your Self-Evaluation



Review FY 20 goals and your progress against those goals

- Document how you used feedback to get even better results in FY20

Provide your key accomplishments. If possible:

- Quantify your achievements
- Relate them to the team and organizational goals

Note opportunities for improvement

- Demonstrate self-awareness
- Identify focus areas for FY21

Demonstrate professionalism

- Maintain focus on yourself
- Avoid grade inflation



Considerations for Your Self-Evaluation



Review FY 20 goals and your progress against those goals

- Document how you used feedback to get even better results in FY20

Provide your key accomplishments. If possible:

- Quantify your achievements
- Relate them to the team and organizational goals

Note opportunities for improvement

- Demonstrate self-awareness
- Identify focus areas for FY21

Demonstrate professionalism

- Maintain focus on yourself
- Avoid grade inflation

Determine Future Goals

- What work would you like to do more or less of next year?
- What do you want to accomplish career-wise in the coming year?

Performance Evaluation Conversation Tips



- ▶ Review the manager evaluation prior to the meeting
- ▶ Come prepared with notes and questions
- ▶ Demonstrate your engagement
- ▶ Use time to build personal connection
- ▶ Reflect before you react
- ▶ Ask questions and get clarifications

If virtual. . .

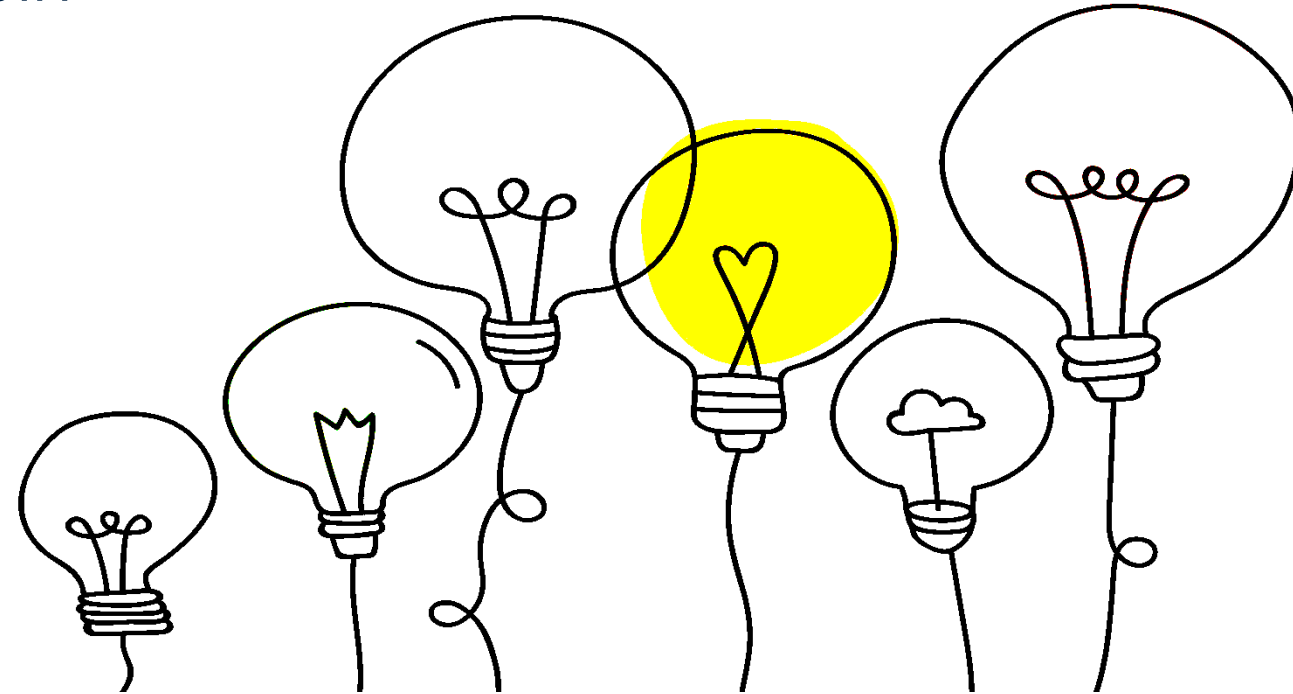
- ▶ Test technology in advance
- ▶ Minimize background distractions





Take Time to Reflect

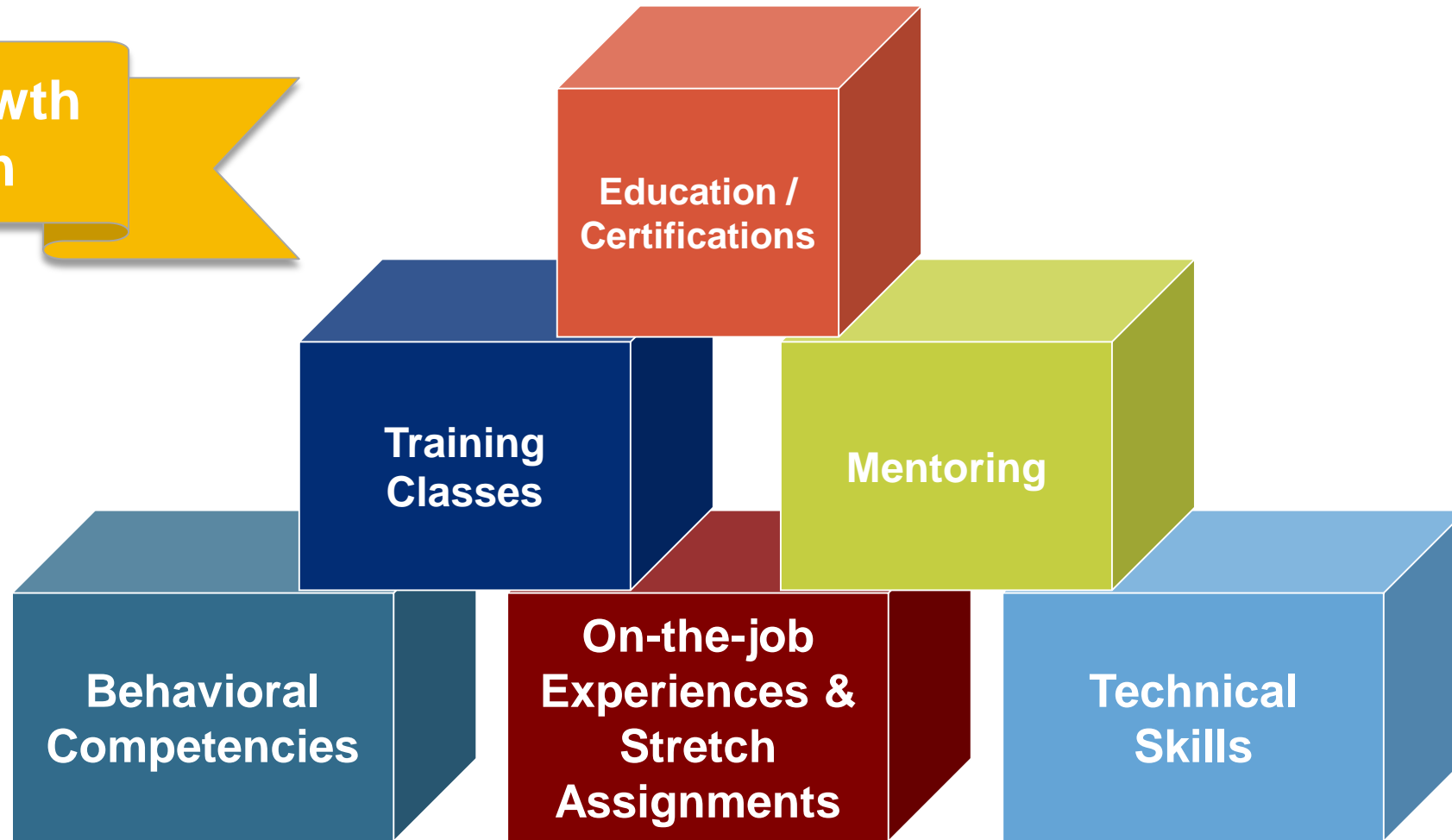
- ▶ Where did you and your manager agree or disagree?
- ▶ What was surprising? Why?
- ▶ Do you need to revise your SMART goals? How?
- ▶ How will you set yourself up for success?



What do you need to get from to ?



A Growth Plan



Step 1: Build a Development Plan



[Development Planning](#)

[Creating a Development Plan](#)

My Development Plan

Step 1: Enter your manager's full name.

Step 2: Select a competency you would like to develop.

Reminder: Validate selections with your manager.

Level 1

- Ensures Accountability
- Communicates Effectively
- Critical Thinking and Problem Solving

Level 2

- Manages Conflict
- Manages Ambiguity
- Interpersonal Savvy

Level 3

- Persuades
- Courage

Level 4

- Drives Engagement
- Plans and Aligns
- Builds Effective Teams

Level 5

- Organizational Savvy

Previous

Continue to Step 3

Step 3: Tell us about your development goals.

My Development Plan

Competency Chosen: Patient/Customer Focus

Step 1: Enter your manager's full name.

Step 2: Select a competency you would like to develop. You can pick one competency.

Step 3: Tell us about your development goals.

Step 4: How would you assess yourself?

Step 5: Choose development activities and action steps.

Reminder: Select at least two on-the-job development activities and one formal training with your manager.

Activity Type

- On-the-Job Development
- Formal Training
- PMA Tools

On-the-Job Development Ideas

Spend time with your clients or patients. Identify areas where a simple change ...

Spend time with your clients or patients. Identify areas where a simple change might improve your observations, suggestions and present them to your manager.

Feedback Source

My Manager

Timeframe for Completion

90 days

*Please enter a specific date if possible

Describe your action steps

1. I will be intentional when spending time with my patients.
2. I will look for areas we could improve the patient experience.
3. Once I identify an area that could be improved, I will build a plan with suggestions for improvements
4. I will present my plan to my manager and ask for feedback

Previous

Add a New Activity

Submit My Plan

My Development Plan

On-the-Job Development Ideas

Spend time with your clients or patients. Identify areas where a simple change ...

Spend time with your clients or patients. Identify areas where a simple change might improve their overall experience. Document your observations, suggestions and present them to your manager.

Feedback Source

My Manager

Timeframe for Completion

90 days

*Please enter a specific date if possible

Describe your action steps

1. I will be intentional when spending time with my patients.
2. I will look for areas we could improve the patient experience.
3. Once I identify an area that could be improved, I will build a plan with suggestions for improvements
4. I will present my plan to my manager and ask for feedback

Activity Type

- On-the-Job Development
- Formal Training
- PMA Tools
- Create My Own Activity

[Remove this activity](#)

Online and classroom-based training/courses

Build relationships by impacting others

- Please select one...
- Focus on Service
- Management Tips
- Leading a Customer-Centric Culture (2013)
- Using Customer Surveys to Improve Service
- Building Customer Loyalty
- Customer Service Foundations
- Build relationships by impacting others
- Building a customer loyalty strategy

Timeframe for Completion

90 days

*Please enter a specific date if possible

Learnings to my relationships with my

Questions?

- ▶ I don't know what my goals are from last year; what should I do?
- ▶ The process seems very intense; are there any shortcuts?
- ▶ I am not familiar with competencies – how can I learn more?
- ▶ I disagree with my manager. How should I handle the discrepancy in our assessments?



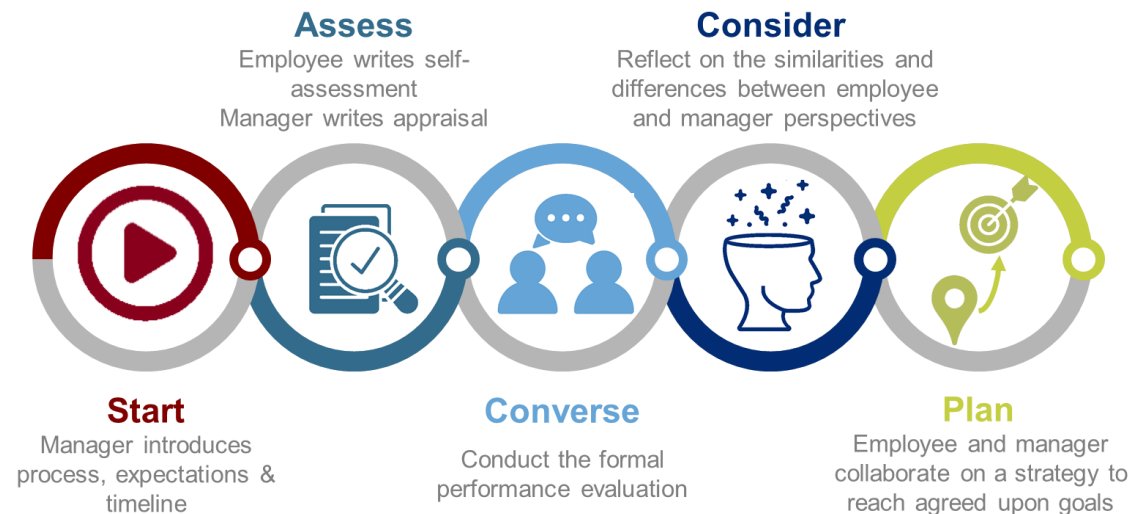
Feedback is the key to understanding



Goals



Current Performance



Questions? Comments?

Penn Medicine Resources

- ▶ [PennCOBALT](#) a tool for the Penn Community that uses targeted assessments to direct you to the right level of coping support.
- ▶ [Lead Strong](#) Live discussions and curated resources for Penn Medicine employees around leading yourself and your team during adversity.
- ▶ [WELLfocused](#) a program dedicated to making living a healthy lifestyle easier, by providing tools, resources, educational campaigns and health-related challenges to help improve overall well-being
- ▶ [Penn Medicine Academy:](#)
 - Pathway:
 - [“I want to promote a more feedback rich environment within my team”](#)
 - Job Aids:
 - [Soliciting Feedback](#)
 - [Receiving Feedback](#)
 - [Penn Medicine Rubric All Levels](#)
 - [Identify a Mentor for Career Growth and Development](#)
 - [Undergraduate and Graduate Programs - Selecting the Best Fit](#)
 - Classes
 - [Tools and Resources for Building a Feedback Rich Environment](#)
 - [30 Minute Coach: Penn Medicine Behavioral Competency Model](#)
 - Lead Strong: [Top tips for meaningful performance reviews during challenging times](#)

Articles

- ▶ [What Self-Awareness Really Is \(and How to Cultivate It\) \(hbr.org\)](#)
- ▶ [10 performance review tips for employees | Weekly10](#)
- ▶ [Performance Reviews: A Smart Guide to Self-Evaluating \(tinypulse.com\)](#)
- ▶ [Receiving Feedback With Grace and Dignity \(thebalancecareers.com\)](#)

LinkedIn Learning

- ▶ [Career Advice from Some of the Biggest Names in Business](#)
- ▶ [Be intentional about your energy](#)
- ▶ [The Power of Changing Your Perspective](#)
- ▶ [Why you should ask for feedback](#)



SMART Goals



Be thoughtful and **specific** about what you want to focus on.

Pick a goal that is **measurable** so you can continually monitor your progress.

Set yourself up for success by choosing something that is **achievable**.

Be **realistic** when choosing your goal. Think about how it will affect your day-to-day life.

Be aggressive and realistic when setting your end **time** or date. Knowing there's an end in sight will help you focus and push yourself.

Directions to find, save and open appraisal forms

1 Go to the [Human Resources site](#) on the intranet.

The screenshot shows the Penn Medicine Intranet page for Human Resources. A red circle with the number '1' is placed over the 'Human Resources' link in the navigation bar. A red circle with the number '2' is placed over the 'Manager Forms' link in the navigation bar. A red box highlights the 'Manager Forms' link, with an arrow pointing to it from the number '2'. The page content includes a welcome message, a list of HR team members, and various quick links.

Penn Medicine Intranet

UPHS Human Resources

Home | Careers | Disability Management | Learning & Professional Development | **Manager Forms** | Orientation & Regulatory Requirements

Your Location:

At Penn Medicine, we recognize that our reputation for excellence is earned through the commitment of our employees to quality care and service. Human Resources is dedicated to serving the people who bring hope to patients, discover breakthroughs in medical science, and support this organization that means so much to so many.

Your HR Team is here to provide information or assistance with benefits, employee policies, compensation, disability management, staffing issues, or other HR-related issues.

Meet Your HR Team

Click on the entity or function below to meet your HR team!

- + [Clinical Care Associates \(CCA\)](#)
- + [Clinical Practices of the University of Pennsylvania \(CPUP\)](#)
- + [Corporate \(CORP\)](#)
- + [Hospital of the University of Pennsylvania \(HUP\)](#)
- + [Penn Home Care & Hospice Services \(HCHS\)](#)
- + [Pennsylvania Hospital \(PAH\)](#)
- + [Penn Presbyterian Medical Center \(PPMC\)](#)
- + [Chester County Hospital \(CCH\)](#)

Meet Your Recruitment Teams

- + [Professional, Administrative and Technical Recruitment](#)
- + [Nursing and Clinical Talent Acquisition/Recruitment](#)

Can't find what you're looking for?
[Click here for help.](#)

Quick Links

- [Employee Assistance Program](#)
- [HR Policies](#)
- [Employee Self Service](#)
- [PennforPeople](#)
- [Income or Employment Verification](#)
- [Success Share FAQs](#)

HR COVID-19 Resources

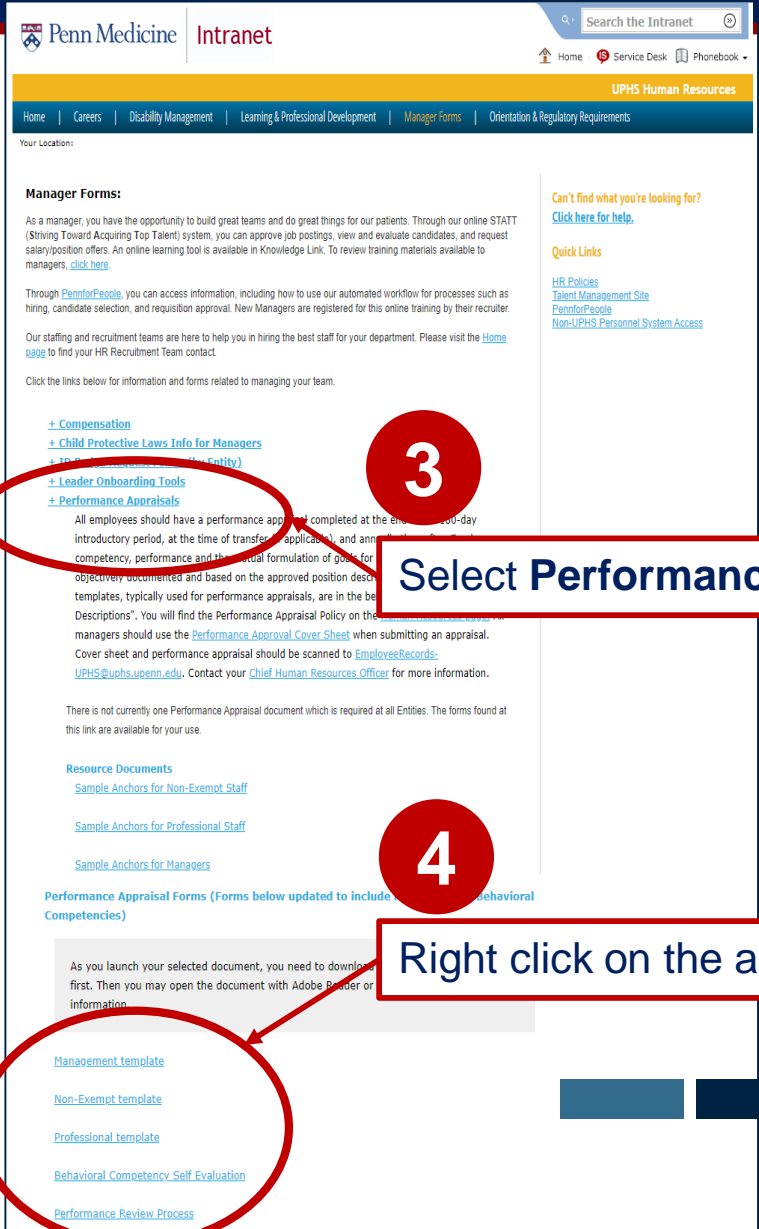
- [Travel Guidelines](#)
- [UPHS HR COVID-19 Guidelines](#)
- [UPHS HR COVID-19 FAQs](#)

Visit the [COVID-19 site](#) for links to all the latest resources.

Privacy Statement | Legal Disclaimer | Terms of Use | Contacts

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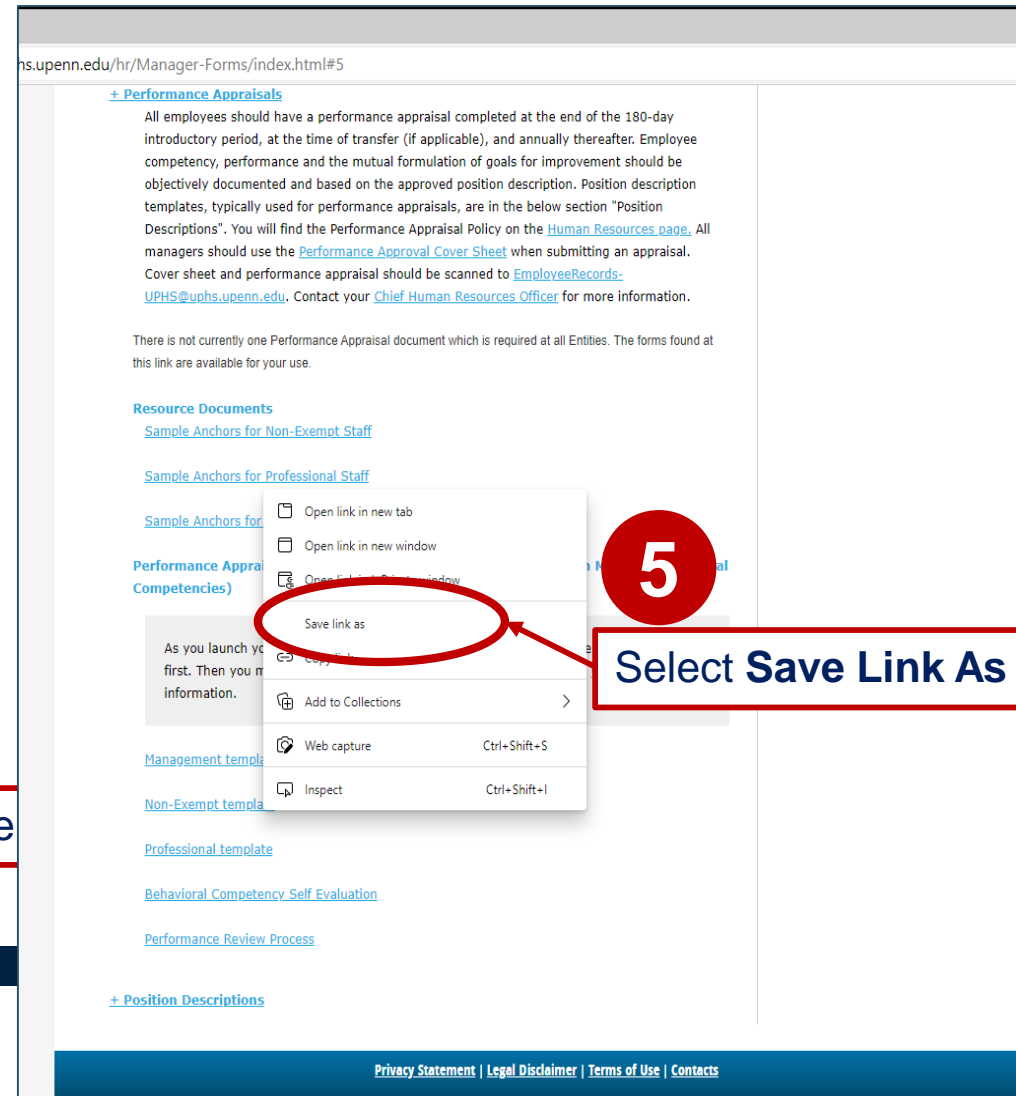
Directions to find, save and open appraisal forms



The screenshot shows the Penn Medicine Intranet page for Manager Forms. The page has a search bar at the top and a navigation menu. The main content area is titled "Manager Forms" and contains several sections. A red circle highlights the "Performance Appraisals" link in the "Quick Links" section, with a red box containing the number "3" pointing to it. Below this, a red box containing the number "4" points to the "Performance Appraisal Forms" section, which lists several templates. A red circle highlights the "Management template" link, with a red box containing the number "4" pointing to it. A red box containing the text "Select Performance Appraisals" is positioned over the "Performance Appraisals" link. A red box containing the text "Right click on the appropriate template" is positioned over the "Management template" link.

Select Performance Appraisals

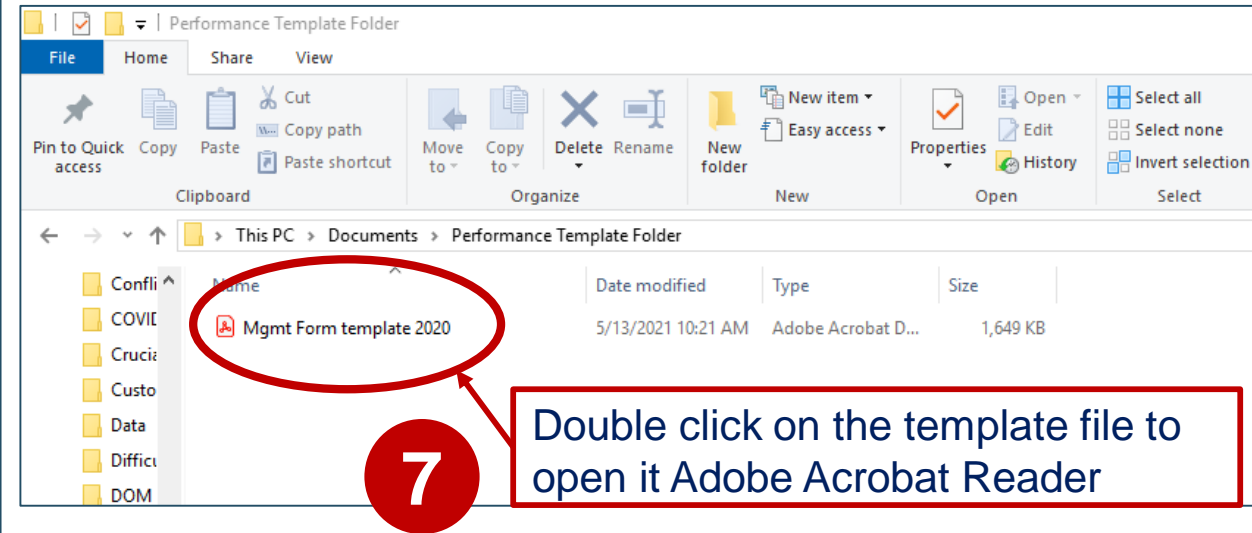
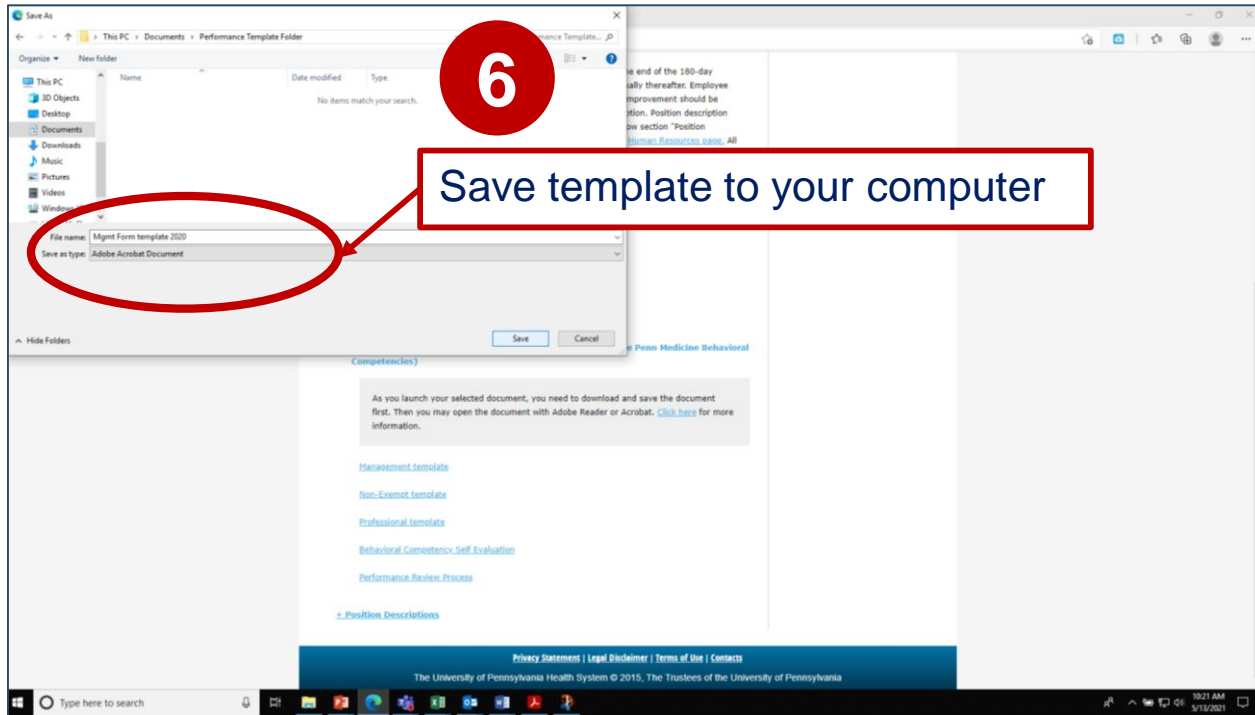
Right click on the appropriate template



The screenshot shows the Penn Medicine Intranet page for Manager Forms, specifically the "Performance Appraisals" section. A red circle highlights the "Save link as" option in the context menu, with a red box containing the number "5" pointing to it. A red box containing the text "Select Save Link As" is positioned over the "Save link as" option. The page content includes a search bar, a navigation menu, and a main content area with several sections. The "Performance Appraisals" section is highlighted, and the "Save link as" option is circled in the context menu.

Select Save Link As

Directions to find, save and open appraisal forms



Don't know which template to use? Ask your manager or HR Business Partner