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| S:\VAULT\LOGO Document Use Only\CSMLS_official_logo_PRINT.tif |
| **Performance****Appraisal*****Individual Contributor*** |
| Employee’s Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Job Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date in Position: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date of Review: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Completed By: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

## Section One: Evaluating Competencies

**Only include comments and/or examples to support your ratings if ranked as EE or RI**

**ALL RI rankings must have a goal on the goal sheet**

|  |  |  |
| --- | --- | --- |
| **Exceeds Expectations****(EE)** | **Achieves Expectations****(AE)** | **Requires Improvement** **(RI)** |
| Performance and results are consistently beyond expectations set for the individual as well as the objectives and requirements of the position in most areas. Consistently aligns effort with organizational priorities. Seeks additional responsibility. | Performance and results consistently meet expectations set for the individual as well as the objectives and requirements of the position and at times exceeds them. Takes initiative. Puts feedback into action. | Performance and results do not consistently meet expectations set for the individual as well as the objectives and requirements of the position. May require a moderate degree of additional training or guidance to achieve requirements. |
| **Core Competency** | **EE** | **AE** | **RI** |
| **Customer Focus (Our Members are Everything):** Putting member needs firstConsiders impact on member product & services when making decisionsUse member feedback to recommend improvements in products and servicesEstablishes and maintains effective relationships with members to promote member satisfactionGains trust and respect from members |  |  |  |
| **Communication (Respect Everyone):** **Always communicates in an open and authentic manner**Practices attentive and active listening**Knowing and understanding what and when information needs to be shared with others (own department & across organization)****Gives and receives timely feedback** **Assume positive intent** |  |  |  |
| **Teamwork (Aim for Awesome):**Be open and willing to assist and/or train others Embrace the ‘other duties as assigned’ attitudeUnderstand organizational goals and own role priorities to know how to shift workload to help with key tasks when needed Know when to ask for help – use expertise available to be efficientPrioritizes collaborating and cooperation |  |  |  |
| **Personal Credibility (Dependable):** **Demonstrates concern that one be perceived as responsible****Reliable, trustworthy;** keeps commitmentsBehaves in a consistent and ethical manner Takes ownership of work and one’s own actionsBuilds trust and credibility by demonstrating consistency between words and actions |  |  |  |

**Comments/Supporting Examples:**

|  |  |  |
| --- | --- | --- |
| **Exceeds Expectations****(EE)** | **Achieves Expectations****(AE)** | **Requires Improvement** **(RI)** |
| Performance and results are consistently beyond expectations set for the individual as well as the objectives and requirements of the position in most areas. Consistently aligns effort with organizational priorities. Seeks additional responsibility. | Performance and results consistently meet expectations set for the individual as well as the objectives and requirements of the position and at times exceeds them. Takes initiative. Puts feedback into action. | Performance and results do not consistently meet expectations set for the individual as well as the objectives and requirements of the position. May require a moderate degree of additional training or guidance to achieve objectives and requirements. |
| **Job Specific Competency** | **EE** | **AE** | **RI** |
| **Functional/Technical Skills (Keep Learning):** Review current job description. Are all tasks being completed?Performing full scope of role (everything on job description?)Has the functional and technical knowledge and skills to do the jobIdentifies when to expand skills versus use external expertise |  |  |  |
| **Learning on the Fly (Always Adapt):** Positive attitude towards continuous learningWillingness to learn new ways to do thingsAnalyzes both successes and failures for clues to improvementExperiments and will try anything to find solutionsChanges behavioural style or method of approach when necessary to achieve a goalAdapts to change quickly and easily and makes suggestions for increasing the effectiveness of changes |  |  |  |

### Comments/Supporting Examples:

**Section Two: Achievements**

1. Indicate any key achievement(s) the employee has accomplished during this review period
2. Use Goal Sheet (paste in) to show which have been achieved
3. Relate achievements to Strategy, Tactics, Training, Development, and Culture

## Section Three: Challenges & Opportunities

## Indicate any difficult or challenging work- or work-related situation the employee encountered during this review period.

## List any areas of work performance, skills/abilities or professional behaviour the employee needs improvement in or has identified desire to develop.

1. All items listed in this section must have a **goal attached** to it on the Goal Sheet.

## Section Four: Goals Sheet - next six months/year

1. Review Goals previously set
2. Indicate why goals have not been achieved & what resources are needed (if applicable)
3. Do not use ‘ongoing’ as a deadline
4. At least one goal needs to be member focused
5. **All goals are subject to review and change**

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| --- | --- | --- | --- | --- | --- | --- |
| **Goal/Task/Training****(Current role focus)** | **Related to which Strategy Tactic or Operations?** | **Which culture principle is important to be successful?** | **What strength do you bring to this goal/task? OR what will you learn?** | **Measure (how will you know it is achieved?)** | **Deadline for achievement (month expected)** | **Achieved?****Y/N** |
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(Optional – Professional Development)

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| --- | --- | --- | --- | --- | --- |
| **Goal/Task/Development****(Growth focus)** | **How related to career growth?** | **What strength do you bring to this goal/task? OR what will you learn?** | **Measure (how will you know it is achieved?)** | **Deadline for achievement (month expected)** | **Achieved?****Y/N** |
|  |  |  |  |  |  |

\*This section should be copied and used for the:

* Six month check in conversation & goal check
* Next full performance appraisal under ‘Achievements’ section with indication of completion or not

**Section Five: Overall Summary & Sign Off**

**Employee’s Comments:**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Employee’s Signature Date*

**Manager’s Comments:**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Manager’s Signature* *Date*

**Provide HR with a copy now (electronic preferred). Next level will be organized by HR.**

**Next Level Review:**

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*CEO Signature*  *Date*

**Appendix I**

**Strategies & Supporting Tactics to be referenced on goal sheet**

(See more on our strategic plan here <https://csmls.org/About-Us/About-CSMLS/Strategic-Planning.aspx>

Tactics we will be working on in 2024 (to give suggestions for goal setting):

***Strategy 1: Empower medical laboratory professionals to succeed in a dynamic and challenging work environment.*** Our focus for Strategy 1 is to ensure members have the resources required to empower them to succeed in their role.

|  |  |  |  |
| --- | --- | --- | --- |
| **Tactics** | **Lead** | **Multi-Year** | **Staff resources** |
| **Learning Strategy** - focus in 2024 will be to continue to have in person learning and new content focused on addressing challenges; such as leadership Gap, Mental Health, Educators etc. | Lori | Yes | Medium (scalable based on staffing) |
| **Under 5 Strategy** – Targeted communication to build a sense of community for this group of members | Genevieve | Yes | Medium (scalable based on staffing) |
| **MLA Strategy** – Look at eligibility requirements for MLA membership and any bylaws changes required to expand this membership | Joe | Yes | Low |

***Strategy 2: Make CSMLS indispensable to our members at all stages of their careers.*** Strategy 2 is focusing on ensuring we have the correct services to ensure members see value and maintain their membership.

|  |  |  |  |
| --- | --- | --- | --- |
| **Tactics** | **Lead** | **Multi-Year** | **Staff resources** |
| **EDI** – Add EDI content to the Learning Centre in 2024 by curating content we already have on our website and adding it to the Learning Centre | Joe | Yes(if needed based on staffing) | Medium  |
| **Public Promotion** – Continue with the public promotion but will research new goal for public promotion to address the challenge with what members are looking for from an advocacy standpoint and budget | Mike | Yes | Medium  |

***Strategy 3: Advocate for solutions within the health care system on behalf of the medical laboratory profession.*** Our focus for Strategy 3 in 2024 is to address challenges of workload by continuing to support and advocate for Choosing Wisely Canada Medical Laboratory Science, MLA regulation, Mental Health Support and looking into Subject Certification.

|  |  |  |  |
| --- | --- | --- | --- |
| **Tactics** | **Lead** | **Multi-Year** | **Staff resources** |
| Continue to support provinces for regulation of MLPs | Christine/Mike | Yes | Medium to High |
| Continue to support capacity building on the demand (Choosing wisely) | Brandon | Yes | Medium |
| Continue to support capacity building on the supply side (Media, advocacy, simulation, bridging etc) | Christine | Yes | Medium to high |
| Subject Certification Feasibility Study; Can employers hire; Can regulators regulate? What is the potential volume? PLA or domestic are just some items to look at. | Brandon/Christine | Yes | Medium |

***Strategy 4: Be the acknowledged leader for certification in medical laboratory science across Canada.*** Our focus for Strategy 4 is to ensure continued confidence in our MLT exam by the regulators and increase the number of MLAs taking our MLA exam.

|  |  |  |  |
| --- | --- | --- | --- |
| **Tactics** | **Lead** | **Multi-Year** | **Staff resources** |
| Implement changes to exam process for low volume testing | Lorna | Yes | Low to medium |
| Assess 17024 Accreditation readiness (continuation)* Complete training in 2022
* Evaluate readiness in 2023
 | Denise | Yes  | Low |
| Create pilot certification auditing program (continuation) | Denise | Yes | Medium to high |

***Operations:***

|  |  |  |  |
| --- | --- | --- | --- |
| **Tactics** | **Lead** | **Multi-Year** | **Staff resources** |
| Ensure financial stability of organization | Joe | Yes | Low |
| Website Upgrade | Genevieve/Kartik | Yes (if needed) | Medium to high |

**Appendix II**

CSMLS Culture Principles

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| --- |
| **Corporate Culture Competency** |
| **Respect Everyone:**A healthy work environment is the only work environment we want here. That isn’t possible without respect, where different people and different perspectives are valued. Good ideas come from anyone and anywhere. Be open and always assume good intent. Tolerate nothing less from yourself and each other.  |
| **Aim for Awesome:**We are passionate about achieving great results. This passion should be infectious and we should feed off of each other’s enthusiasm. WE will never apologize for having high expectations of ourselves and each other. |
| **Always Adapt:**Without change, we can’t grow and we can’t get better. So, we embrace change, which means we need to adapt to what’s going on in the profession we serve, the association and regulatory industries we operate in, and changes within our membership. We keep an eye to the future to make changes proactively |
| **Be Dependable:**Our success is never the result of a single individual. Everyone is counted on to do their part. Do your part and do it well. Leverage the strengths of others and support one another. Be accountable for your mistakes as this is how we learn. Ask for help and give help. |
| **Keep Learning:****We believe that when you grow, we grow. Everyone has greatness in them and it is our collective responsibility to nurture that. We want enquiring minds that are willing to learn and are open to what may be. For some this may mean formal education. For others it may be reading and sharing articles. However, it manifests, we want learning, growth and development to be omnipresent in the organization and everyone’s responsibility.** |
| **Our Members are Everything:****Without members we don’t exist. It’s that simple. Seek to understand our members so that we can stay relevant and deliver value. Look to create positive interactions and forge relationships with our members that will last.** |