

# THE FEEDBACK FORUM QUESTIONNAIRE

## 1 Introduction

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Name

Position

Start date

Appraisal Date

Tenure

## Purpose of the Feedback Forum

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This Feedback forum Questionnaire is part of the Quarterly Feedback Forum process used to assess and analyse an individual's work performance in line with the employer's objectives, expectations, and any previously set Key Performance Indicators. It also seeks to obtain feedback from our team members on how they feel about their role.

### It assists in:

- Improving work performance;
- Career planning; and
- Personal development

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Review by

Overall Score

# QUARTERLY FEEDBACK FORUM

## 2 Self Assessment

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1a List what you consider to be your **major achievements** for the quarter

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1b List what you consider to be the areas in which you **have not achieved to your full potential** (including why you think that is so)

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# QUARTERLY FEEDBACK FORUM

## Section 3 - Evaluation

1	2	3	4	5
<b>Unsatisfactory</b>	<b>Improvement needed</b>	<b>Meets Expectations</b>	<b>Above Expectations</b>	<b>Outstanding</b>
Performance fails to meet job requirements	Performance does not consistently meet expectations	Performance demonstrated is what is expected for the position	Performance frequently exceeds expectations	Consistently achieves well above highest level of required performance

**Instruction:** Place an X in the box under the most appropriate rating OR N/A for 'Not Applicable'

Overall Rating	Team member rating					Managers rating				
	1	2	3	4	5	1	2	3	4	5
Overall standard of performance										

### Quality and Quantity of Work

Assure accuracy, thoroughness and reliability of results										
Meets the workload requirements of the job										
Is proficient in technical skills required for the job										
Demonstrates a comprehensive understanding of the knowledge required to complete job responsibilities										

### Decisions

Conducts thorough analysis before making decisions										
Make sound, logical and timely decisions										

### Planning & Time Management

Develops & implements effective action plans										
Meets deadlines as required										
Maintains performance under pressure										

# QUARTERLY FEEDBACK FORUM

Performance Management	Team member rating					Managers rating				
	1	2	3	4	5	1	2	3	4	5
Achieves own objectives and KPIs										
Delegates appropriate tasks to appropriate people										
Gives employees adequate information & authority										
Follows up progress on delegated projects										
Provides ongoing feedback and training to employees where relevant										

## Initiative

Displays initiative in the position and does not seek unnecessary clarification or instruction										
Generates & implements worthwhile, practical new ideas and methods										
Responds effectively to changing needs of the workplace										

## Relationships

Interacts appropriately with customers/clients, both internally and externally										
Displays good interpersonal skills										
Uses appropriate style to resolve conflict										
Acts in best interest of the organisation										

## Communication

Listens attentively, demonstrates full understanding										
Oral - expresses ideas effectively										
Written - expresses ideas effectively										

# QUARTERLY FEEDBACK FORUM

## Section 4 - Objectives & Key Performance Indicators (KPIs)

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Objectives and Key Performance Indicators should be entered at the beginning of the review period and assessed at the end of the review period. Each objective or KPI must be specific and measurable.

Objective / KPI	Team Member's Assessment	Manager's Assessment	Timeframe
(Insert info from Job Description)			

## Section 5 - Training & Development

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Please list any training or development needed in order to meet the goals set in section 5.

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## Section 6 - Additional Comments

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Team Member's Comments:

Manager's / Supervisor's Comments:

The team member's signature confirms his/her assessment and that the feedback forum has been discussed with them. The Manager's / Supervisor's signature confirms his/her ratings and comments and discussion with the team member.

**Team Member Signature**

**Date**

**Manager / Supervisor Signature**

**Date**