Evaluations – Useful Tool? Or Necessary Evil?

5 Commonalities
1. Most Centers do have some sort of performance evaluation systems in place.
2. Performance evaluations in the Center are absolutely necessary for many reasons.
3. Many Centers have valuable and worthwhile performance evaluation forms or processes.
4. Most of us have rarely had an evaluation that we consider valuable to us or our employer.
5. Evaluations are often considered a 'necessary evil' instead of a 'powerful agent for high performance and change'.

Lesson 3 - Learning Points
1. The Trainer's Role
2. Difficult Evaluations
3. '3' Purposes
4. '5' Reasons
5. '3' Types
6. '7' Destructive
7. Recognizing What Doesn't Work

Evaluations A Trainer's Tool?
Evaluations can be valuable but often the form or the process are difficult.
Lesson 3 is a discussion that may help you explore positive change, if needed for your process or form.

Why Are Evaluations Difficult?
1. Form is 'too complicated'
or NOT understood
2. Raters are uncomfortable with the system
3. There is not enough 'time' to do effectively

What needs to be changed?
• Evaluations ratings depend upon 'who' is rating you
• Most of us are not trained and wing it
• Most evaluators are NOT rating you
• Most ratings give bad news
• 'Our perception' – may not be good with evaluations

How am I doing?
3 Basic Purposes Of Evaluations
#1
Identifies Call Taker or Dispatcher competence, effectiveness, and ability to fulfill the core responsibilities of the work.

How can you help improve?
3 Basic Purposes Of Evaluations
#2
Identifies areas of need for employee development – professional goals.
3 Basic Purposes Of Evaluations

#3
Identifies areas of need in the agency overall performance for training, re-training and development of SOP – agency goals.

Are we keeping our promise?

Evaluations Can Be An...

- Information
- Experiences
- Perceptions
- Feelings ...

About...

- Accomplishments
- Expectations
- Actual Performance
- Needs/Events...

Leading to...

- Setting Goals-Guidance
- Improved Communications
- Increased Trust
- Renewed Commitment

Open Direct Trusting Efficient Accurate Exchange of...

Are yours?

5 Reasons To Evaluate – For Agency

#1
Without good evaluations systems the agency has NO idea what is happening compared to what is supposed to happen with individuals, shifts, the entire agency.

It’s an agency guide

5 Reasons To Evaluate – For Agency

#2
Good evals provide responsible supervision and direction. It is the trainers, supervisors and eventually the director’s responsibility to ensure the processes and forms are effective.

What is your promise?

5 Reasons To Evaluate – For Agency

#3
Evaluation forms - as well as gathered data from those forms - provide documentation of the agency’s accountability to manage the Center responsibly.

We can show the work is good.

5 Reasons To Evaluate – For Agency

#4
Regular evals improve communications and morale. What better way to connect with your employees than to take time to value their work and assess their capabilities with them.

Things that need to change

5 Reasons To Evaluate – For Agency

#5
Pro-active noticing of potentially dangerous practices, methods and habits before they become a problem. Court isn’t fun. Ensure you have a good system in place that is clear and definable.

Why Evaluate

5 Reasons To Evaluate – For Employee

1. This is one of the few times that an employee and supervisor get to talk about the current reality of their work. Much needed attention.
Reasons To Evaluate – For Employee

2. People want to know how they are doing. A good evaluation offers no surprises to a Telecommunicator, but does allow for a re-group.

3. It is a chance to have a positive discussion about the future, purge the past and get a realistic assessment from an expert regarding work.

4. This is a chance to praise an employee and provide positive feedback and motivate and inspire. Burn out can be caused by lack of rewards for hard work. Supervisors must view this as a core responsibility.

5. The employee can discuss future development, needs, plans for career growth. This is an opportunity to get to know the employee better and create an atmosphere of valuing and trust. Again, much needed.

6. In the event core duties, responsibilities, tasks and expected work standards are not being met - this time is the time for notification, goal-setting, monitoring - a chance to improve. Can’t fix it if….

3 Types of Evaluation

1. Unspoken (Sensory)

2. Simple Feedback (Informal)

3. Scheduled Evaluation (Formal)

Let’s talk about how we do this.

1. Unspoken (Sensory)

This includes unspoken feedback, gut feeling, body signals and ways of communicating.

Supervisors and trainers can often get a “gut feeling” or perception of a person’s performance but that is not enough.

2. Simple Feedback (Informal)

Most important - this sets the stage for the formal (official) documentation.

This can be supportive in litigation both in word and on paper.

The formal evaluation MUST match counseling and other forms of verbal or written evals, no surprises.

1. Allows Trainee to OWN learning
2. Insight - Yours
3. Documentation
4. Set goals
5. Connection - Bridge
6. ID Gaps - Missing

What is needed? TIME

Don’t think it, know it.
Excitement/nervousness. Tomorrow will be my first day on the phones w/o someone listening. Looking forward to the challenge.

- Difficulty locating people in water during water rescue – how to deal w/out of state requests – how to process abandoned veh – what happens during a bomb scare (contacting proper authorities)

- To be more assertive on the phone (speak louder) – to answer more calls so I can improve myself – be more confident

How to deal with emotionally disturbed people

More about EMA and divisions (curious)

The depts and personnel in LCWC

Good!

Great

Attitude! Did you see the form? Transmitting from scene?

We’ll Talk

I can see I’ve made quite a bit of progress during the past few weeks. Thought I knew from the fire service … but not the scope, seemed overwhelming, piece at a time… The simulation didn’t come close to the feel of an actual call.

My trainer showed me I could do it.

I feel I’m doing well with the info, processing, units and jurisdictions, the nature codes, animal complaining KLIV phone call, and abandoned vehicles in the city.

3. Scheduled Evaluation (Formal)

Your form and process must be consistent, valued and useful for everyone involved – you the trainee and the agency.

If any of the above three; consistent, valued and/or useful is absent – why bother.

* spivetta:

This employee hired in Dec. This was her 1st eval.

..did not accept new conflicting info..did not know area…did not ask..did not update units..did not call back..did not ask appropriate questions.
GO TO PART 2

..if you wish