



PERFORMANCE REVIEW



Scan to review worksheet

Expemo code:
18BI-76XB-9D32

1 Performance review benefits

Why do companies give performance reviews? Complete the reasons below with the following words.

A performance review is designed to ...

expect feedback get to know increase reward work

1. give employees _____ on their performance
2. let employees know which areas they need to _____ on
3. communicate decisions such as a salary _____ or a promotion
4. remind workers what their managers _____ of them
5. _____ employees who exceed expectations
6. help managers to _____ the employee better

2 Describing performance

Describe each worker's performance with the adjectives below.

excellent good poor satisfactory

1. Joe is often late for work and never achieves his sales targets: _____
2. Kate is very thorough but this often means that her work is a little slow: _____
3. Daniel always does what his manager expects of him: _____
4. Charlie always exceeds his sales targets. He often stays in the office later than everyone else:



3 Listening

You are going to listen to a performance review between Sandra, a customer service agent, and her manager. Which of the benefits in Ex1 did you notice?

Audio





Now put the expressions into the categories below:

1. Giving positive feedback:

2. Giving negative feedback:

3. Accepting a decision:

4. Expressing disappointment:

6

Role play

Work in pairs. Student A, you are the manager; Student B, you are the employee. Practice a performance review. Student A, you are happy with some areas of Student B's work, but you are not so happy with other areas. Student B, respond to Student A's feedback. Change roles and repeat the dialogue. Use expressions from this lesson.