Completing Your Annual Self-Evaluation for Managers in Performance Central

Performance Central is Vanderbilt University Medical Center’s employee evaluation system that focuses on constructive dialogue between supervisors and those reporting to them in order to improve work performance and to enhance assessment of professional development. This job aid will help you complete the annual self-evaluation.

If you have any questions, contact HR’s Employee Service Center.
- 615-343-7000
- human.resources.vumc@vanderbilt.edu

Definitions

**Form:** annual evaluation for each employee. Each form passes through several stages during the mid-year evaluation process, which will result in one complete form per employee, per year of employment.

**Route Map:** section of the evaluation form that displays where you are in the annual evaluation process

**Elements of Performance:** key responsibilities, competencies, and behaviors associated with a particular position

**Developmental Goal:** Goals that contribute to professional growth.
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Process Steps

1. **Log into Performance Central**
   
   Go to [https://hr.mc.vanderbilt.edu/performance-central/](https://hr.mc.vanderbilt.edu/performance-central/) and click **Launch Performance Central**. Type your VUnet ID and e-Password. Click **Login**.

2. **Open Annual Comments and Rating**

   Click **Annual Self Evaluation** in your To Do tile.

   The Performance module opens to the current **Evaluation Form**. The **Route Map** shows your current position in the evaluation process.
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3. **Add Rating and Goals Comments**

Scroll down to the **Goals** section of the Evaluation Form. Add a rating for each goal, and comment about each goal. In the Goals Section Overall Comment, you can add additional comments that apply to all goals.
4. **Add Credo Section Ratings and Comments**

Scroll down to the **Credo** section of the Evaluation Form. Rate yourself on each of the six Credo behaviors using the drop-down rating option. Although not required, you can add comments for each of the Credo behaviors in the **Comments** box. You will also need to provide an overall rating for Credo Behaviors at the end of the Credo Section. Again, although not required, you can add comments to support the overall rating as well.
5. **Add Elements of Performance Ratings and Comments**

Scroll down to the **Elements of Performance** section of the Evaluation Form. Rate yourself on each element of performance listed using the drop-down rating. Add comments about each of the Elements of Performance in the **Comments** box. In the Elements of Performance Section Overall Comment write general comments or feedback that you’ve been given that supports your ratings.
6. **Compliance**

Select whether or not you have completed compliance requirements for the year using the drop-down option. Add comments about your compliance status in the **Compliance Section Overall Comment** box. For information about completing compliance requirements, please refer to the Compliance portal User Guide under Reporting Resources on the Performance Central homepage.
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7. **Strengths & Development Goals**

Scroll down to the **Strengths & Development Opportunities** section. Add comments about your strengths and development opportunities in the comment box.

If you would like to add a specific development goal for yourself, click **Add Goal**.

Click inside the blue **Add Development Goal** pop-up box to add a goal, description, start and end dates and the completion status. Click Save & Close. To update or make changes to Developmental Goals, use the **Edit** option next to the listed Developmental Goal.
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8. **Add Your Career Development Goals**

In the **Career Development Goals** section, add comments about your progress toward your career development goals in the comment box.
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9. **Save and Finish Later or Submit Annual Performance Evaluation**

The auto-save feature should keep track of changes as you make them. However, if you are working remotely or during a period of peak use, you may wish to use the **save button** located in the upper right corner of your screen. Other features are **Print** and **Save as PDF**.

If you are ready to submit your Annual Performance Self-Evaluation, click **Submit**. If you would like to logout and finish your self-evaluation later, click **Save and Finish Later**. These buttons are located in the lower right corner of the form. Scroll to the very bottom of your evaluation.

10. **Add Comments to your email notification and submit**

You have an opportunity to add comments to the email notification that will be sent to your manager. After adding any comments click **Submit** again. Until you complete this step, your self-evaluation will not be sent to your manager. After you click the **Submit** button on this page, you will not be able to make changes unless your manager returns the form to you in Performance Central.
### Credo Behavior Example Comments

| I make those I serve my highest priority. | • Answers questions, ensures understanding and facilitates learning.  
• Prioritizes to ensure satisfaction despite time pressures and significant obstacles.  
• Stays accessible to provide assistance and support when needed. |
| I respect privacy and confidentiality. | • Maintains the confidentiality of sensitive information.  
• Discusses confidential matters in a private area and only with the appropriate person(s).  
• Keeps written/electronic information out of the view of others and disposes of written information appropriately.  
• Knocks prior to entering an office or patient’s room. Asks permission to enter and identifies self.  
• Follows organizational systems, policies and procedures. |
| I communicate effectively. | • Introduces self to others.  
• Wears ID badge above the waist where name and title are easily visible.  
• Smiles, makes eye contact and greets others. Speaks in a culturally appropriate and understandable manner. Shows concern and interest; actively listens.  
• Recognizes that body language and tone of voice are important parts of communication and uses them appropriately. Listens and responds professionally to dissatisfied patients, visitors and/or colleagues.  
• Creates clear, complete written communications. Considers perspective and knowledge-level of recipient. Communicates in a timely manner. |
| I conduct myself professionally. | • Recognizes the increasing diversity of our community and seeks to understand the cultures of the individuals we serve.  
• Continuously learns and improves skills.  
• Strives to maintain personal well-being and balance of work and personal life.  
• Holds self and others accountable for achieving performance expectations.  
• Demonstrates safe working practices and maintains a clean work environment.  
• Exhibits pleasant and amiable behavior during interactions.  
• Remains calm when confronted with or responding to pressure situations.  
• Consistently adheres to department and/or medical center policies.  
• Refrains from loud talk and excessive noise.  
• Creates a positive work environment and community perception by demonstrating one’s best professional judgment when representing Vanderbilt. |
| I have a sense of ownership. | □ Takes ownership of problems until resolved.  
□ Uses appropriate resources to effectively and efficiently resolve problems.  
□ Willingly participates in discussions on problem resolution.  
□ Works to make progress towards personal and team goals.  
□ Follows departmental policies and procedures. Willingly adapts to new policies and guidelines.  
□ Willingly accepts challenging assignments. Works to support organizational changes.  
□ Is mindful of cost of organizational resources and works efficiently and effectively to minimize waste (time, supplies, etc.) |
| I am committed to my colleagues. | □ Treats all individuals fairly and with respect.  
□ Provides constructive feedback privately.  
□ Promotes cooperation within and across departments.  
□ Provides open and honest communication to peers and to all members of the Vanderbilt community. |
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**Credo Rating Template**

<table>
<thead>
<tr>
<th>DOES NOT MEET EXPECTATIONS</th>
<th>PARTIALLY OR INCONSISTENTLY MEETS EXPECTATIONS</th>
<th>MEETS EXPECTATIONS</th>
<th>EXCEEDS EXPECTATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Does not model the Credo behaviors</td>
<td>• Inconsistently models these behaviors on the team</td>
<td>• Consistently models these behaviors on the team</td>
<td>• Is a role model for Credo behaviors; encourages others to also exhibit these behaviors through formal/informal coaching and mentoring</td>
</tr>
<tr>
<td>• Does not make efforts to improve behavior, even after being coached</td>
<td>• Needs reminders when behaviors need to be corrected; not always aware of how the behavior impacts others</td>
<td>• Proactively makes corrections to their behavior as needed</td>
<td>• Finds new and creative ways to communicate more effectively with others</td>
</tr>
<tr>
<td>• Behaviors not exhibited in a timely manner; minimal contributions beyond what is required</td>
<td>• Technically proficient, but rough-around-the-edges when working with others</td>
<td>• Independently exhibits the behavior without reminders</td>
<td>• Contributes significantly to department’s morale by positively exhibiting all behaviors</td>
</tr>
<tr>
<td>• Requires add’l supervision to ensure behaviors are at a minimum; add’l oversight and guidance is required</td>
<td>• Shows potential, but needs coaching in some behaviors</td>
<td>• Communicates effectively (including face-to-face and in writing)</td>
<td>• Seeks out opportunities to solve customer and team problems; includes others in this process</td>
</tr>
<tr>
<td>• Requires add’l resources to improve behaviors</td>
<td>• Communication is sometimes effective, but not always; needs occasional coaching</td>
<td>• Takes ownership of problems until resolved</td>
<td>• Expert communicator who relates well with all levels of colleagues and customers</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Treats everyone fairly and with respect</td>
<td>• Anticipates and works to prevent unique problems</td>
</tr>
</tbody>
</table>
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**Elements of Performance Example Comments**

| Regularly demonstrates appropriate principles of customer service (AIDET, HEARD, active listening, etc.) | □ Demonstrates a positive work ethic, including diligence and commitment, to the success of the department and the medical center.  
□ Demonstrates the ability and willingness to work in a collaborative environment where ideas are exchanged and evaluated in a healthy and productive manner  
□ Exhibits personal responsibility for one’s own actions and their impact on the successful completion of personal and organizational goals while avoiding making excuses.  
| Consistently demonstrates the knowledge, skill and ability to perform all required functions of the position with an emphasis on productivity, safety and high quality results. | □ Demonstrates command of technical/procedural aspects of the job and ensures that this knowledge is up to date over time.  
□ Exhibits knowledge of and a commitment to compliance with applicable healthcare, local, state and federal regulations.  
□ Demonstrates ability to appropriately prioritize work assignments and to complete duties in the assigned timeframe.  
□ Establishes priorities, resources and organizes work to meet required deadlines.  
□ Demonstrates the ability to recognize potential problems and take proactive steps to avoid them.  
□ Facilitates the proper flow of information through the department and organization to ensure awareness.  
□ Exhibits commitment through attendance and punctuality.  
□ Maintains personal organization of responsibilities and/or work area in order to efficiently perform assigned tasks.  
□ Demonstrates a commitment to producing quality results associated with their position’s responsibilities.  
□ Exhibits a focus on end results throughout the performance of one’s duties and responsibilities.  
□ Exhibits personal responsibility for one’s own actions and their impact on the successful completion of personal and organizational goals while avoiding making excuses.  
□ Exhibits the ability to prioritize activities so that those most critical functions of one’s job are engaged at a time in which they can most positively impact results.  
□ Acts promptly on requests or assignments. Takes steps to insure that request has been properly understood, including required time frame and delivery or response.  
□ Demonstrates attention to detail and commitment to accurate results.  
□ Demonstrates the ability to function at an appropriate level while engaged in |