

## Performance Review

A performance review is an opportunity to receive job performance feedback and to open the lines of communication between employee and supervisor. Feedback is valuable information and may contribute to your future success in the work environment. While it is easy to accept positive feedback, we may need a personal plan to receive feedback that is not easy to take. The skill of receiving feedback can lead to the preservation of work relationships with others and strengthen personal power.

### 5 steps to survive your performance review

**Listen** –be open to the message and remember feedback is information. Listening will help you to understand the meaning of the feedback and may help you make decisions after you have all the facts. If you talk too much or interrupt the speaker, you may miss valuable information that can affect your outcome or relationship. Listening is a sign of respect. Restate the feedback message to the supervisor in your own words and confirm your understanding or interpretation by asking “Is that correct?”

**Body Language-** 93% of communication is through body language, including tone of voice and facial expressions. Use positive body language and make eye contact. Ask yourself, “What message am I sending and is this the message that I want to send?” If you feel tense or defensive, take slow deep breaths or change your body position. If appropriate, smile.

**Clarify-** ask non-threatening questions to obtain additional information. Ask open-ended questions to clarify or find out more about the importance of the feedback and what would the supervisor like to see happen. “Tell me more about...” or “What would I be doing differently?” Take notes. Requesting time to think or compose yourself may be helpful before you respond. Arrange a meeting date and time to respond, before you leave your performance review meeting.

**Respond-**talk with your supervisor about your concerns regarding the feedback. Be your own advocate. Utilize conversation strategies from the Ombuds Office handout titled “Learning Conversations”. Avoid becoming argumentative or attacking.

**Thank you-** express your appreciation to your manager for speaking with you honestly and directly.

Discovery  
Tip

*Feedback is a gift of discovery and opportunity. When explored, the gift may promote communication, improve relationships and open the door to personal growth and success.*