

SUPERVISOR EVALUATION REVIEW TOPICS *(w/ Supervisor factoring)

SKILL	SCORE	FACTOR	TOTAL
Coaching Ability (support for subordinates)		4	
Commitment to Monitoring		3	
Interpretation of Monitored Calls		2	
Written Skills for Reports and Representative Evaluations		1	
Quality of Reports Submitted		1	
Communication Skills		2.5	
Time Management Skills		1	
Decision Making Skills and Process		1	
Takes Direction from seniors		1	
Gives Direction		2	
Public Speaking		1	
Works with Peers		1	
Attendance		1	
Automated Systems Knowledge (internal applications)		1	
General PC Knowledge and system knowledge		1	
Data Management Knowledge		1	
Follow through on objectives		2	
Training and Education ability		2	
Commitment to Company		1	
Commitment to Representatives		1	
Attention to Details		1	
Creativeness		1	
Desire for Self Success		2	
Desire for Subordinate's Success		2	
Desire for Company Success		1	
Planning Skills		1	
Structuring Plan		1	
Implementing Plan		1	
Organizational skills		1	
Handles Critiquing		1	
Works under Pressure		1	
Handles Crisis		1	
Motivational Skills		2	
Understands and Interprets Reports Statistical Information		2	
Understands Budgets and P&L		1	
Profit Planning		1	
Works with other Department or Disciplines		1	
Client Communication		1	
Leadership Skills		2	
Develops Subordinates		2	
Social Ethics		1	
Role Playing Skills		2	
Participates in Peer Communication		1	
Initiative		2	