









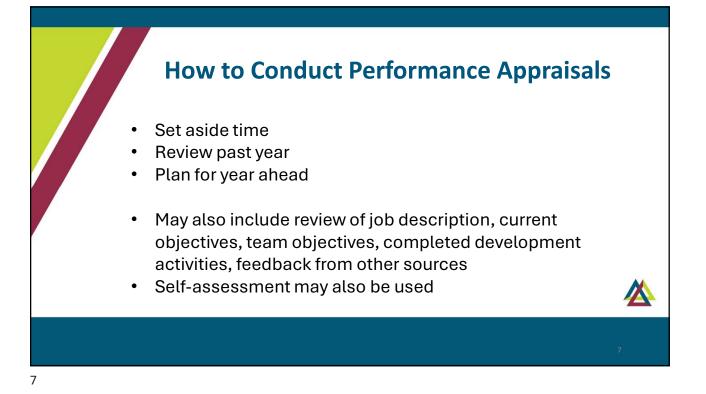
"The GREAT credit union CEO is good with numbers, knows how to manage operations and has a keen sense of strategy. He or she is also a good communicator who can sell that strategy to the board and credit union members, as well as motivate employees to execute it while keeping them happy and productive..."

Why Performance Appraisals?

- Evaluate employee performance
- Identify areas for improvement
- Recognize achievements
- Set future goals
- Contribute to employee development
- Open lines of communication
- Align individual contributions with company objectives



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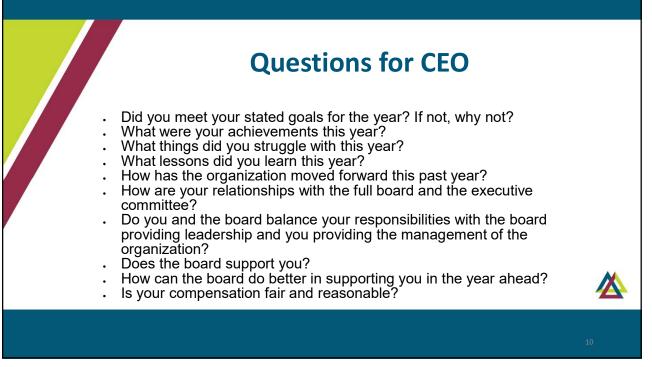






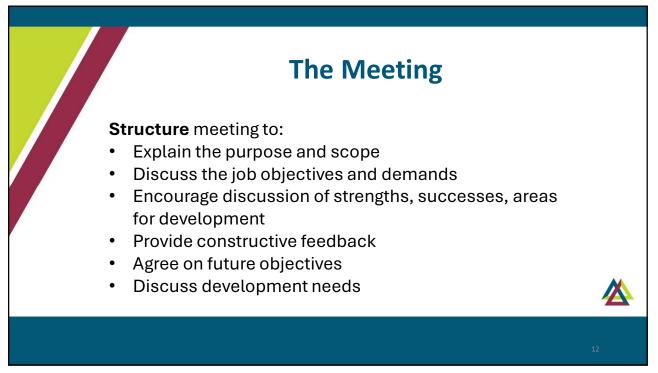
- Did CEO meet agreed upon goals?
- How did the CEO excel in past year?
- Where can they improve next year?
- Did the CEO move organization forward? (mission, resources, other objectives)
- Organization progress or lack of
- Relationships
- Does the board support the CEO
- Is compensation reasonable?





Additional Questions to Ask

- □ What is your job satisfaction? (scale of 1-10)
- □ How does that compare to this time last year?
- □ What is your stress level?
- □ How does that compare to this time last year?
- □ Are you receiving the support and resources to successfully perform your job?
- □ Are you receiving the necessary training to successfully perform your job?
- Did you attend any training in the last year?
- □ If you could change one thing in our organization, what would it be?
- □ What could the board do better?



Closing the Meeting

- Summarize
- Give time to react
- Express appreciation
- Commit to future plans



Qualitative Goals

President/CEO Evaluation

Rate the President/CEO by placing a number that best describes his/her performance on each factor during the review period using the following appraisal factor codes. List comments as desired.

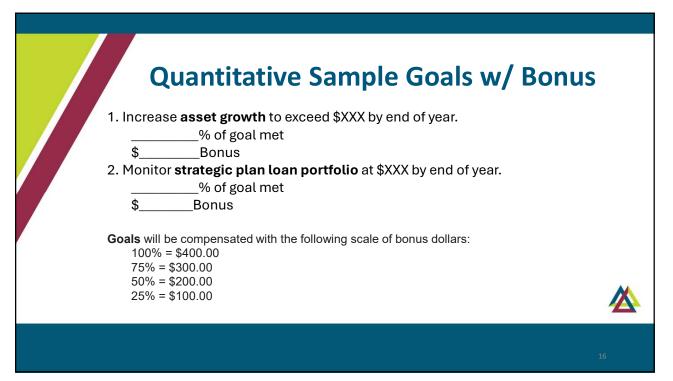
- 5=Superior: Truly outstanding performance that is obvious to all
- 4=**Excellent**: Performance is better than expected
- 3=Good: Performance meets normal expectations
- 2=Fair: Some deficiencies exist with performance
- 1=Marginal: Performance is far below normal standard

Qualitative Sample

Category 2: Business and Financial Management

- a. The CEO ensures an organizational structure and the proper equipment that allows for maximum performance by all employees. *Rating:*
- b. The CEO implements the credit union's financial goals. In concert with the CEO, the board will adopt yearly goals. These goals will be monitored by the CEO and presented to the board monthly. *Rating*:
- c. The CEO makes strongly supported budgeting recommendations to the board. The board will adopt a yearly budget, and the CEO will brief the board monthly, informing us of compliance or if adjustments are required. *Rating*:
- d. The CEO offers direction to the board on issues requiring board action and make appropriate recommendations on every action item. *Rating:*

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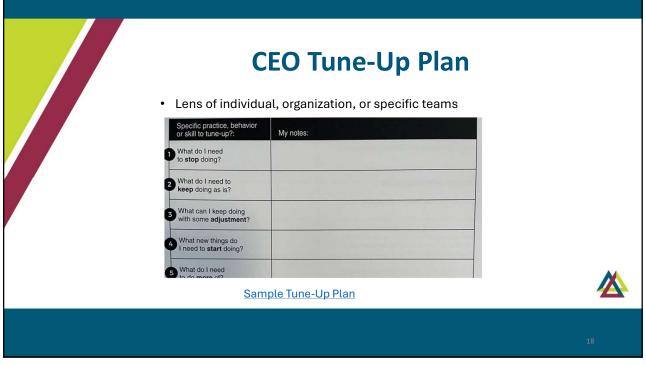
Sample Performance Goals/Bonus



Quantitative Appraisal

Qualitative Appraisal

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Summary

"Organizations suffer when they don't regularly take stock of how they're doing. The winds of change are everywhere in the business world, and it's easy to be blown off course without even realizing it. Which is why it is vital to constantly check in and provide feedback."

How are we doing? Are we still on course to meet [goal]?

