

# GeorgiaBEST@Work

FREQUENCY OBSERVATION TOOL WBL/YAP Students					
Student Name:	Job Title:				
Teacher/Coordinator Name:	School Name:				
Organization/Company Name:	Supervisor/Observer Name:				
Work Start Date:	Date Observed:				
<p><b>DIRECTIONS:</b></p> <p>The headings in the red boxes are the standards of performance.</p> <p>The items in the left column under each of the red boxes are the attributes/competency/skills to be evaluated.</p> <p>The definitions for each attribute/competency/skill can be found at the end of this document for reference.</p> <p>Please place a check mark ✓ in the appropriate column to indicate evaluation of observed behavior or skill.</p>	<b>SELDOM OBSERVED</b> <i>Needs immediate improvement</i>	<b>OBSERVED SOMETIMES</b> <i>This competency/skill is observed on an infrequent basis, there is a clear development opportunity here</i>	<b>OBSERVED</b> <i>This competency/skill is observed, please continue to focus on it so that it is observed constantly without exception</i>	<b>CONSISTENTLY OBSERVED</b> <i>This competency/skill is observed on a constant basis, everyone in contact with this person would observe excellence in this area</i>	<b>N/A</b>
Personal Characteristics					
Attitude					
Initiative					
Flexibility					
Organization					
Discipline					
Integrity					
Interactions with Others					
Respect					
Effective Communication					
Teamwork					
Employer Expectations					
Attendance and Punctuality					
Customer Service					
Critical Thinking and Problem Solving					
Technology Usage and Social Media Ethics					
Professionalism					
Adherence to Policy					
Technical Evaluation					
Proficiency of Job Tasks Identified on Training Plan					
<p><b>In order to attain a GeorgiaBEST@Work certificate:</b></p> <p>(1)* The student <b>must</b> have an 80% overall average rating of “observed” or higher.</p> <p>(2) The student <b>must</b> not have been fired from work during the evaluation period.</p> <p>(3) The student <b>must</b> maintain minimum employee performance evaluation of “meets standards.”</p> <p>(4) The teacher will submit this evaluation online and maintain a record of the original document according to school policy.</p> <p><i>*There are 15 attribute/competency/skill categories; the student <b>must</b> have been rated as “observed” or “consistently observed” in at least 12 of the 15 categories which is 80%.</i></p> <p><i>If a student is rated “seldom observed” in ANY category, the supervisor should provide a performance improvement plan and work with that individual to improve in that area. The student could still be eligible for a GeorgiaBEST@Work certificate if he/she shows improvement by the next rating period and meets the other criteria listed above.</i></p>	<p><b>Employee had satisfactory performance and has been observed for a period of at least 90 days:</b></p> <p>Supervisor's Signature: _____</p> <p>Student's Signature: _____</p> <p>Date: _____ (see page 2 for comments)</p>				

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Supervisor comments/Performance examples to justify Rating/Performance improvement plan and goals:


Supervisor's Initials: \_\_\_\_\_

## Tips for Implementing the GeorgiaBEST@Work Frequency Observation Tool

- **RATIONALE:** This employability skills frequency observation tool is designed to best address the 15 attributes/competencies/skills that employers have identified as necessary to not only get a job, but to keep a job.
- **PREPARATION:** The supervisor/observer should review the evaluation tool with the employee on the first day of work/first day of observation period. Depending on the number of employees and the supervisor's discretion, this can be done as part of a reviewer-led group orientation or individually with each employee. At the conclusion, each employee should have a clear understanding of the employer's expectations, what employability attributes/competencies/skills will be measured, and how often they will be measured.
- **FREQUENCY (Suggested):** Supervisor/reviewer should observe the employee on a daily basis and complete an observation tool at 30-day, 60-day, and 90-day periods following the first day of work/first day of observation period. Benefits of monthly assessments include the ability for the supervisor to: offer employees constructive feedback; formally recognize positive performances; and address small issues before they become larger ones. Evaluating the employees at 30-day, 60-day and 90-day periods with the GeorgiaBEST observation tool may also accompany a 90-day probationary period that many employers require.
- **FIRST EVALUATION:** The first evaluation can also be used as a helpful diagnostic and developmental tool that is maximized when delivered within the first 30 days of employment. For employees experiencing challenges and who receive a "seldom observed" in any category, a performance improvement plan should outline a set of goals in the comment section.
- **SUPPORT:** GeorgiaBEST program staff are available to make the evaluation process as simple and seamless as possible. Through employer orientations, worksite monitoring, and on-going communication, GeorgiaBEST program staff are available to address any outstanding questions or concerns by the employer. GeorgiaBEST program staff can be reached at [\(404\) 232-7339](tel:4042327339).