

2017 Sherpa Scorecard

Employee Name: Manager Name: Date:

GSD Goals (Performance Goals):

Individual GSD Goals start from SEB's goals and then cascade down to the Brand Goals and then to the Team Goals.

Please list 3 to 5 SMART individual GSD goals (specific, measurable, achievable, realistic, and time-bound) that capture the most critical accomplishments for this role, making sure your SMART goals tie back to your specific team's GSD Goals.

GSD Goals	Significant Improvement Required	Some Improvement Required	New in Role –or– Neutral	Meets Expectations/ Good Performance	Exceeds Expectations/ Exemplary Performance
Goal #1:					
Result - Goal #1:					
Goal #2:					
Result - Goal #2:					
Goal #3:					
Result - Goal #3:					
Goal #4:					
Result - Goal #4:					
Goal #5:					
Result - Goal #5:					

GSD Goals Comments:

Development Goals:

Identify one or two development goal(s) that answer the question: *What is the most important thing I can learn this year in order to be successful in this role, or a future role?*

Development Goals	Significant Improvement Required	Some Improvement Required	New in Role –or– Neutral	Meets Expectations/ Good Performance	Exceeds Expectations/ Exemplary Performance
Development Goal #1:					
Development Goal #1 – Result:					
Development Goal #2:					
Development Goal #2 – Result:					

Big Life Goal:

Identify one life goal that you can focus on that will make you say, "Daaaang, that was really great of me!"

Big Life Goal

Big Life Goal - Result

Emotional Intelligence Competencies

	Significant Improvement Required	Some Improvement Required	New in Role –or– Neutral	Meets Expectations/ Good Performance	Exceeds Expectations/ Exemplary Performance
Empathy. Genuinely cares about colleagues, employees, owners and members. Shows concern about the work and non-work problems of others. Is available and ready to listen or help. Is sympathetic to the problems of others less fortunate. Demonstrates authentic empathy when others experience sorrows or joys.					
Relationship Management. Is interested in the work and non-work lives of corporate office colleagues, owners, and members. Asks others about their plans, problems, hopes and dreams. Is available for listening to personal problems; seldom interrupts. Appreciates the efforts of others. Demonstrates curiosity. Relates well to all kinds of people—up, down, and sideways, inside and outside the organization.					
Self-Awareness. Knows personal strengths, weaknesses, opportunities for growth. Seeks feedback from all levels. Reflects and gains insights on both successes and failures. Open to criticism, and typically doesn't demonstrate defensiveness. Is personally committed to and actively works to continuously improve him/herself.					
Self-Management. Listens and checks in before interrupting or acting. Tries to understand the people and situation before acting. Able to choose the behaviors and words that will support resonance and focus. Able to keep from acting on disruptive impulses like shouting at others, rolling eyes, or heavy sighs.					
Social Awareness. Is easy to talk to. Intuitively knows what people need – and what they don't. Spends the extra effort to put others at ease. Can be warm, pleasant and gracious. Is sensitive to and patient with the interpersonal anxieties of others. Builds rapport well. Is a good listener. Takes action to help people feel included and part of things.					

Emotional Intelligence Competencies Comments (What did this person do well and what should they do differently moving forward?):

Sherpa Success	Significant Improvement Required	Some Improvement Required	New in Role –or– Neutral	Meets Expectations/ Good Performance	Exceeds Expectations/ Exemplary Performance
Action-Oriented. Enjoys working hard and going the extra mile. Works with energy and enthusiasm in order to get things done. Takes on extra tasks (even outside of the job description) in order to keep the business successful. Works towards task completion – doesn't get side-tracked or distracted by trivial things.					
Creativity and Innovation. Develops new approaches to solve the unique problems of owners, employees, corporate colleagues, or members. Frequently offers new and helpful ideas to improve work processes, business initiatives, sales results. Tends to be seen as original and value-added during brainstorming and team meetings.					
Customer Service. Is dedicated to meeting the expectations and requirements of internal and external customers. Demonstrates PLEASE attributes: Builds personal relationships; Listens; Shows empathy; Anticipates needs; Demonstrates a sense of urgency; Offers encouragement; Acts with customers in mind.					
Motivating Others. Creates an atmosphere in which people want to do their best. Able to motivate people who are different from you. Able to identify a person's values and/or hot buttons, and use that information to move him or her forward. Invites the perspective and ideas of others. Makes each person feel valuable and important. Able to draw out a person's best effort or work					
Time Management. Uses time effectively and efficiently. Values time. Concentrates efforts on the most important priorities. Able to engage members and colleagues without dropping other key responsibilities. Gets more done in less time than others. Can multi-task and attend to a broad variety of activities.					

Sherpa Success Comments (What did this person do well and what should they do differently moving forward?):

Overall Assessment:

This assessment is an overview of the employee's performance with careful consideration regarding the most critical competencies, employee accomplishments and scope.

Significant Improvement Required (formal improvement plan needed)	Some Improvement Required	New in Role –or– Neutral	Meets Expectations/ Good Performance	Exceeds Expectations/ Exemplary Performance

Overall Comments:

Employee Signature/Date

Manager Signature/Date