

CEO (Staff) Performance Evaluation

Ideally, CEO performance is measured against a strategic plan, budget and achieving the mission of the organization. Some organizations like to have a template for performance measurement. These questions are rates on a scale from “strongly agree” to “strongly disagree.”

Board Relations

1. Implements the relevant goals of the Board of Directors
2. Maintains positive liaison with the Board, chapters, and committees
3. Allocates resources in a manner which is understood by the Board
4. Serves as a good representative for the Association to its members, the media, general public and other external parties
5. Maintains positive liaison with legislators, the Licensing Board and other policymakers
6. Alerts the Association to current events and future trends that may affect the profession
7. Provides good counsel
8. Demonstrates commitment to improving the Association
9. The relationship between the Executive Director and the Board is collegial and one of respect
10. The Executive Director’s leadership has increased the Board’s trust and confidence in the Central Office

Association Management

1. Is knowledgeable about association laws, rules and practices and uses this knowledge to recommend courses of action for the Association
2. Anticipates problems and is resourceful in dealing with them
3. Assumes responsibility for making decisions within policy framework
4. Makes tough decisions when needed and sees them through to completion
5. Manages so that priority matters receive appropriate attention
6. Has a sense of what must change and what must remain the same in order to accomplish the organization’s mission and realize its vision
7. Monitors the organization’s finances and operations in relationship to the approved budget and makes informed financial decisions
8. Uses good fiscal judgment in managing operations
9. The Executive Director’s leadership has improved our financial resources and accountability
10. The Executive Director’s leadership has increased the Association’s goodwill and the membership’s trust in the organization

Staff Relations

1. Recruits and retains well-qualified and competent staff
2. Makes a consistent effort to train and provide feedback to staff
3. Helps staff work together to achieve the Association's goals and objectives
4. Provides consistent recognition and support to staff members
5. The Executive Director's leadership has improved the staff's performance
6. The working relationship between staff and the Board is collegial and one of respect

Personal Characteristics

1. Reliable and meets deadlines
2. Expresses an ability and willingness to work with others
3. Demonstrates ability to communicate effectively, both orally and in writing
4. Deals effectively with pressure situations
5. Models effective behaviors and skills
6. Responds appropriately to advice and constructive criticism
7. Has the necessary knowledge and skills to be an effective Executive Director
8. Has the necessary personal characteristics to be an effective Executive Director

General Observations

1. What have been the major achievements/shortcomings of the Executive Director over the past 12 months? (Provide specific examples if available.)
2. Did the Executive Director live up to the written, or expressed goals and objectives developed by the Association? Explain.
3. Did the Executive Director live up to your expectations? Explain.
4. Has the Association benefited from the leadership of this Executive Director? Explain.
5. If you could give two pieces of advice to this employee, what would it be?

Comments:

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Note: Adapted from FSAE template. Careful consideration as to the contents and purpose should be applied before use. Consider appointment of a committee to perfect the performance review tool.

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