



NEW BUSINESS ENGLISH 5

Lesson 18

Performance Appraisal



LEARNING GOALS

- ◆ Giving Negative Feedback, Concerns, and Suggestions
- ◆ Responding to a Negative Performance Appraisal



What would you say?

Scenario: Imagine your boss is discussing your negative performance review with you. Explain and give your reaction to the discussion.



Your performance last quarter was excellent.
What happened this quarter?

Situational Dialogue

- ▶ Ms. Chen talks to Selena about her negative performance appraisal.

Jia Chen



Selena Leroy






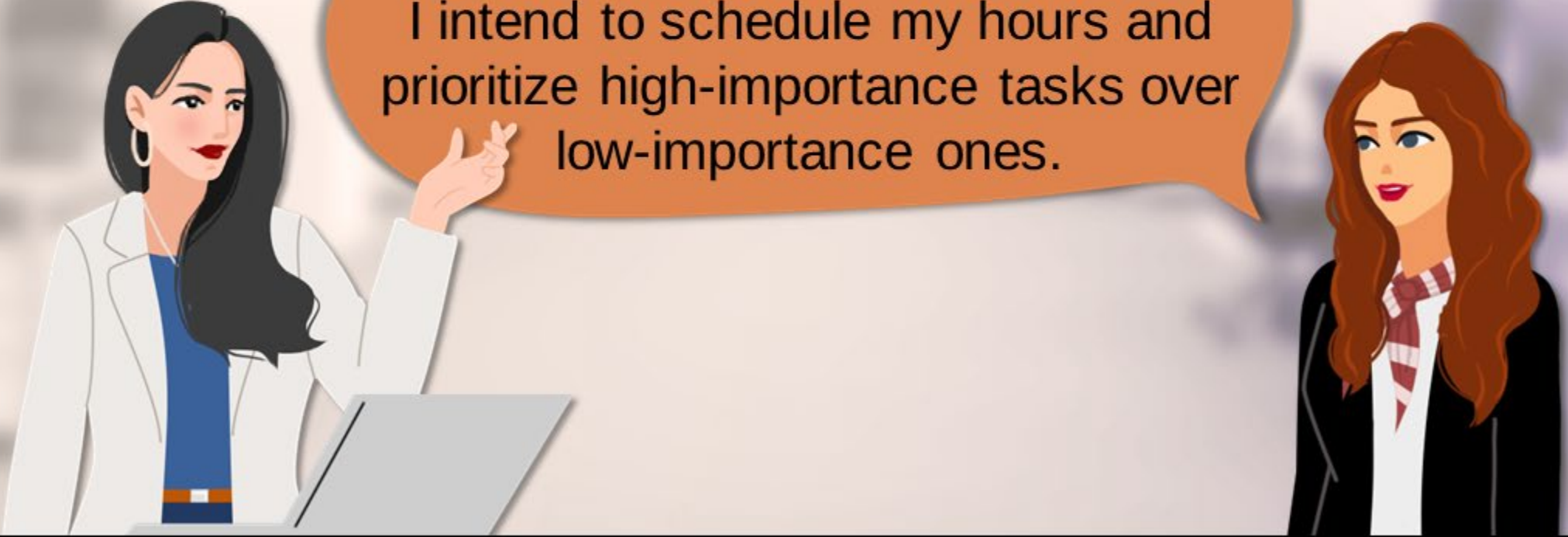
Selena, I regret to inform you that the result of your performance appraisal was not so good this quarter.

Oh, I am sorry for failing your expectations.





Clients have been quite satisfied with your services.
However, according to the appraisal report, some
documents were submitted beyond the deadlines.
What do you think is the problem?



I am poor at time management.
I intend to schedule my hours and
prioritize high-importance tasks over
low-importance ones.



Exactly! There's always room for improvement. I shall be looking for your exceptional performance in the upcoming quarters.



Key Vocabulary

Learn the new words and answer the questions.



appraisal

(n.) regular review of an employee's job performance

e.g. She receives a positive performance **appraisal** result.



expectation

(n.) a belief that something is likely to happen

e.g. There is an **expectation** of high profit this year.



prioritize

(v.) to treat something as more important than other things

e.g. A company should **prioritize** product quality over quantity.

Dialogue Review

Have a role play and answer the questions.



Ms. Chen talks to Selena about her negative performance appraisal.

Ms. Chen: Selena, I regret to inform you that the result of your performance **appraisal** was not so good this quarter.

Selena: Oh, I am sorry for failing your **expectations**.

Ms. Chen: Clients have been quite satisfied with your services. However, according to the appraisal report, some documents were submitted beyond the deadlines. What do you think is the problem?

Selena: I am poor at time management. I intend to schedule my hours and **prioritize** high-importance tasks over low-importance ones.

Ms. Chen: Exactly! There's always room for improvement. I shall be looking for your exceptional performance in the upcoming quarters.

Let's check the learning goal!

 *Ms. Chen talks to Selena about her negative performance appraisal.*

1. Giving Negative Feedback, Concerns and Suggestions

Ms. Chen: Selena, **I regret to inform you that the result of your performance appraisal was not so good this quarter.**

Selena: Oh, **I am sorry for failing your expectations.**

Ms. Chen: Clients have been quite satisfied with your services. However, according to the appraisal report, some documents were submitted beyond the deadlines. What do you think is the problem?

Selena: I am poor at time management. I intend to schedule my hours and prioritize high-importance tasks over low-importance ones.

Ms. Chen: Exactly! There's always room for improvement. I shall be looking for your exceptional performance in the upcoming quarters.

2. Responding to a Negative Performance Appraisal

Learning Goals

Learn the key expressions and sentence structures.

∴ Giving Negative Feedback, Concerns, and Suggestions

- I regret to inform you that + **(negative feedback/ concern)**.
- It has been observed that + **(negative feedback/ concern)**.
- Please + **(suggestion)** + to **(verb)**.
- **(Problem)** has caused **(consequence/s)**.

Example Sentences:

- I regret to inform you that the result of your performance appraisal was not so good this quarter.
- Lateness leads to poor team performance.
- Please be on time to avoid the same problem.

How to Give a Negative Performance Review

1. Be specific
2. Focus on the job, not the person.
3. Consider questions over statements
4. With positives, stick to process.
5. With negatives, stick To progress.



If you were to give negative feedback to one of your colleagues, how would you do it?

Learning Goals

Learn some responses to a negative performance appraisal.

∴ Responding to a Negative Performance Appraisal

- I am disappointed to hear...
- I am sorry for failing...
- Based on what you are saying, I know now I need to...
- I should/ be ... next time.

Example sentences:

- I am sorry for failing your expectations.
- Based on what you are saying, I know now I need to improve my skills in this area.
- I should be more mindful of the goals and deadlines next time.

What to Do After a Bad Performance Review

1. Reflect before you react.
2. Look for your blind spots.
3. Ask questions.
4. Make a performance plan.
5. Look at the big picture.



How would you respond if your boss gave you a negative performance appraisal?

Semi-open Dialogue

Have a role play.

Scenario: You are a manager. You are tasked to conduct quarterly performance appraisals for employees. Explain to them the negative feedback and concerns and give suggestions.



∴ You can refer to the following key expressions:

- I regret to inform you that + (negative feedback/ concern).
- It has been observed that + (negative feedback/ concern).
- Please + (suggestion) + to (verb).
- (Problem) has caused (consequence/s).

Coffee Break

Learn some ways on how to boost employee productivity.

⋮ A Shortcut to Better Employee Productivity



Unique Employee Benefits
Lead to Better Productivity



Vacations Supercharge
Employee Productivity



Getting Proper Rest Can Boost
Productivity by 20%



What other things can you think of that can boost employee productivity?

Overview

Keywords and expressions:

appraisal/ expectation/ prioritize

I regret to inform you that + (negative feedback/ concern).

It has been observed that + (negative feedback/ concern).

Please + (suggestion) + to (verb).

(Problem) has caused (consequence/s).

I am disappointed to hear...

I am sorry for failing...

Based on what you are saying, I know now I need to...

I should/ be ... next time.

