**Video Title:** Dr. Karen Yarrish - Poor Performance Evaluation

**Video URL:** <https://www.youtube.com/watch?v=hI1Xejz5YnU>

**Run Time:** 3:56

**Source:** KC Edtech/YouTube

**Close Caption Available:** Yes

Dr. Karen Yarrish presents an example of a poor performance evaluation. Suggestions for conducting the performance appraisal interview are presented on pages 220-221 of the textbook. The manager in the video makes her first error by calling the evaluee Britany into the office for the review without prior notice mostly because the manager has a few spare minutes. The manager seems to diminish the relevance of the evaluation by implying that the evaluation is a form required by the company. The manager tells Britany that she is doing a good job, has achieved her goals, and that she is capable of fixing any problem. As the brief evaluation gets underway, the manager answers a phone call to place her luncheon order.

Britany is given limited opportunity to talk. Yet when Britany objects to a “3” rating the manager erases the rating and changes it to a “5”. The manager seems to imply that she has to show some variation in her ratings. The manager asks Britany to submit her goals for next year after she has already signed the evaluation form. After Britany leaves, the manager changes the disputed rating factor back to a “3” from a “5”.

*Questions for Thought and Discussion*

1. What do you think of the manager spontaneously calling Britany in for a performance evaluation?

2. Considering that answering phone calls while engaging in other activities has become standard practice, what do you think of the manager placing her lunch order over the phone during the performance evaluation?

3. What is your opinion of the ethics of the manager changing the rating back to a “3” from the “5” agreed on during the interview.

4. Where did goal setting fit into the performance appraisal session shown in the video?

5. Among the suggestions for conducting the performance appraisal interview found on pages 220-221, cite one that the manager followed.