

How Effective Is Your Firm At Sustaining High Performance?

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	YES	NO
Work Expectations		
• Do people understand what they are supposed to do?	<input type="checkbox"/>	<input type="checkbox"/>
• Do people understand what the firm expects in terms of		
– the degree of their responsibility?	<input type="checkbox"/>	<input type="checkbox"/>
– their level of independence/autonomy?	<input type="checkbox"/>	<input type="checkbox"/>
– the quality of their performance?	<input type="checkbox"/>	<input type="checkbox"/>
• Do people consider the firm's expectations reasonable and attainable?	<input type="checkbox"/>	<input type="checkbox"/>
• Do people understand why the expected performance is important?	<input type="checkbox"/>	<input type="checkbox"/>
• Do people understand how the expected performance supports the firm's client service and business goals?	<input type="checkbox"/>	<input type="checkbox"/>
• Do people have the mental, physical, and emotional abilities they need to perform as expected?	<input type="checkbox"/>	<input type="checkbox"/>
• Do people have the supervision, support, and resources necessary to perform as expected?	<input type="checkbox"/>	<input type="checkbox"/>
Performance Rewards and Consequences		
• Does the firm reward people for effectively managing and developing others?	<input type="checkbox"/>	<input type="checkbox"/>
• Do people whose performance is better than expected receive rewards that are meaningful from their point of view?	<input type="checkbox"/>	<input type="checkbox"/>
• Are there consequences for performance that is below expectations?	<input type="checkbox"/>	<input type="checkbox"/>
• Do poor performers understand the reasons for any negative consequences (e.g., lack of promotion or bonus)?	<input type="checkbox"/>	<input type="checkbox"/>
• Do the consequences for poor performance promote the desired performance?	<input type="checkbox"/>	<input type="checkbox"/>
• Are the consequences for poor performance timely?	<input type="checkbox"/>	<input type="checkbox"/>

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YES NO

Feedback and Evaluations

- Do people receive relevant, timely, and specific feedback about their performance? YES NO
- Do people feel comfortable asking supervisors and partners for feedback? YES NO
- Do people receive regular performance evaluations based on stated performance standards? YES NO
- Do the evaluations explain how an individual's performance measures up to the firm's standards and expectations? YES NO
- Does the evaluation process provide time and opportunity for reflection? YES NO
- Are under-performers informed how they can improve their performance? YES NO
- Do people complete self-assessments as part of the evaluation process? YES NO
- Are people asked what the firm can do to help them do their work better? YES NO
- Does the firm evaluate people (including partners) on their performance as supervisors and managers of others? YES NO

Personal Goal Setting

- Are people asked to set their own learning, development, and performance improvement goals? YES NO
- Do people have the supervision, support, and resources necessary to achieve the goals they set? YES NO
- Does the firm give under-performers the guidance, support, and resources they need to improve? YES NO
- Does the firm provide career planning assistance? YES NO

If you did not respond "Yes" for all of the foregoing statements, then your firm needs to re-examine and strengthen its performance management efforts. All of these components are essential for the firm to sustain high performance, produce superior legal work for clients, and succeed in the legal marketplace.

Ida Abbott Consulting specializes in enhancing professional performance. We work with firms of all sizes to audit, create, and improve professional development and performance management through feedback, benchmarks, core competencies, evaluation, mentoring, training, work allocation, and leadership development. If your firm is committed to the successful management, development, and retention of talented people, we can help you make that commitment a reality.