

# Determining Effectiveness Of Current Tasks

Every day there are numerous tasks and projects to be handled in an office environment. The cycle of work ebbs and flows with the pace of our world, economic conditions and industry trends. Some administrative professionals move at a slower pace; some faster. An administrative professional can be supporting one senior executive and two directors, yet each principal support can have differing perspectives of that administrative partner’s effectiveness. This can range from the thoroughness of the task being performed, to the speed, efficiency and clarity used to complete it.

Star-achieving administrative professionals and their leaders should not wait for annual reviews to ensure the leader’s expectations are being met. Often, leaders see their administrators differently than the administrator sees within his or her own self.

## Objectives:

1. For the leader to clarify your administrative partner’s performance from your side of the desk and then to compare that with your administrative partner’s perception. This is not intended as a salary increase tool, but rather to ensure the tasks to be done are being done.
2. Open the lines of communication between an administrative professional and leader so that they are “on the same page.”
3. To bring clarity to daily work life within the office by utilizing an open communication tool effectively.

## Directions:

1. Review each item on the grid and circle the appropriate % number in terms of effectiveness or N/A if not applicable. A duplicate grid can be accessed via [OfficeDynamics.com/Partnership](http://OfficeDynamics.com/Partnership).
2. Schedule a time to meet with your administrative partner to review your ratings and discuss any discrepancies. Use the Improvement Agreement on page 19 to guide you through the process.

<b>Task / Responsibility</b>	<b>N/A</b>	<b>20%</b>	<b>40%</b>	<b>60%</b>	<b>80%</b>	<b>100%</b>
Promotes a balanced life for leader.	N/A	20%	40%	60%	80%	100%
Recommends improved systems and procedures.	N/A	20%	40%	60%	80%	100%
Demonstrates the capacity to provide comprehensive professional and personal support to leader.	N/A	20%	40%	60%	80%	100%
Outstanding liaison with external contacts and business colleagues.	N/A	20%	40%	60%	80%	100%
Streamlines office procedures and processes.	N/A	20%	40%	60%	80%	100%
Active problem-solver.	N/A	20%	40%	60%	80%	100%
Exhibits leadership qualities.	N/A	20%	40%	60%	80%	100%

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Demonstrates mindfulness and being “present”.	N/A	20%	40%	60%	80%	100%
Courteous and respectful to all.	N/A	20%	40%	60%	80%	100%
Not overwhelmed by or addicted to technology.	N/A	20%	40%	60%	80%	100%
Keeps confidential information confidential.	N/A	20%	40%	60%	80%	100%
Trustworthy.	N/A	20%	40%	60%	80%	100%
Demonstrates an interest in ongoing learning and development.	N/A	20%	40%	60%	80%	100%
Attention to details.	N/A	20%	40%	60%	80%	100%
Organizes work area.	N/A	20%	40%	60%	80%	100%
Protects the integrity and confidentiality of leader’s position.	N/A	20%	40%	60%	80%	100%
Gathers background information and materials for meetings; appropriately preps leader.	N/A	20%	40%	60%	80%	100%
Promotes positive image of the office.	N/A	20%	40%	60%	80%	100%
Acts as a liaison for leader or key people.	N/A	20%	40%	60%	80%	100%
Produces accurate and thorough work.	N/A	20%	40%	60%	80%	100%
Coordinates leader’s on-site meetings.	N/A	20%	40%	60%	80%	100%
Effectively manages leader’s travel schedule.	N/A	20%	40%	60%	80%	100%
Handles telephone calls on behalf of leader.	N/A	20%	40%	60%	80%	100%
Collaborates with leader’s staff and other colleagues.	N/A	20%	40%	60%	80%	100%
Displays a strong level of professionalism even in the most difficult situations.	N/A	20%	40%	60%	80%	100%
Proactive approach to matters of importance.	N/A	20%	40%	60%	80%	100%
Manages all aspects of a task/project from start to finish.	N/A	20%	40%	60%	80%	100%
High level of responsibility and accountability.	N/A	20%	40%	60%	80%	100%
Keen sense of what is urgent and what can wait.	N/A	20%	40%	60%	80%	100%
Displays mastery of skills (in planning meetings, maintaining action logs, maintaining leader’s schedule, coordinating executive reports, and more).	N/A	20%	40%	60%	80%	100%
Able to articulate what she/he needs to be successful in the administrative role.	N/A	20%	40%	60%	80%	100%
Ensures that leader is organized, on-time and well prepared for whatever lies ahead.	N/A	20%	40%	60%	80%	100%
High level of responsibility displayed through daily task lists and reminders.	N/A	20%	40%	60%	80%	100%
Builds relationships with peers throughout the company.	N/A	20%	40%	60%	80%	100%

<b>Task / Responsibility</b>	<b>N/A</b>	<b>20%</b>	<b>40%</b>	<b>60%</b>	<b>80%</b>	<b>100%</b>
Takes a strategic approach to own personal development.	N/A	20%	40%	60%	80%	100%
Acts in a highly professional manner.	N/A	20%	40%	60%	80%	100%
Discusses priorities and problems with leader.	N/A	20%	40%	60%	80%	100%

**The below spaces are provided for your own job-specific responsibilities.**

	N/A	20%	40%	60%	80%	100%
	N/A	20%	40%	60%	80%	100%
	N/A	20%	40%	60%	80%	100%
	N/A	20%	40%	60%	80%	100%
	N/A	20%	40%	60%	80%	100%
	N/A	20%	40%	60%	80%	100%