



STEWARD PERFORMANCE EVALUATION GUIDELINES

PROMOTION TO RECORDED 2 GENERAL OR JUMPING STEWARD

Instructions:

These guidelines are intended to create consistent, fair, and defensible standards to determine whether Equestrian Canada will appoint or promote the applicant.

An “Evaluator” is an EC Senior or Senior National General or Jumping Steward who agrees to provide a learning opportunity to a steward applicant at a competition.

At the completion of each competition’s Evaluation period, the Evaluator will complete and forward a Steward Performance Evaluation Report to Equestrian Canada.

- The Evaluator will use the following “1, 3 and 5” scale value definitions to evaluate an applicant's performance in each category.
- The Evaluator will explain an evaluation of 1 or 2 in Comments on the Steward Performance Evaluation Report.
- The Evaluator may rate the applicant’s performance as a 2 or 4 if the performance does not completely fit 1, 3 or 5.
- The Evaluator will provide the applicant with verbal feedback and a copy of the Steward Performance Evaluation Report.

Categories

Category 1: Preparation and Organization

1	Does not meet expectations	<ul style="list-style-type: none"> • Did not bring rule books (paper or digital) • Was not prepared for changing weather conditions - no rain gear/hat etc. • Showed up late for reasons within the applicant’s control (slept in, failed to coordinate with Evaluator as to location of competition etc. • Did not inform the Evaluator when leaving the site. Wandered away from Evaluator without notice.
3	Meets Expectations	<ul style="list-style-type: none"> • Came prepared with rule books • Brought appropriate clothing • Arrived on time for assignment
5	Exceeds Expectations	<ul style="list-style-type: none"> • Had rulebooks prepared with highlighted tabs



		<ul style="list-style-type: none"> • Also had electronic Notebook with rulebooks for quick look up of rules • Had backpack with change of clothing and footwear and bug/sunscreen • Arrived extra early to meet up with other officials and introduced self to everyone
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Category 2: Rules: Knowledge & Application

1	Does not meet expectations	<ul style="list-style-type: none"> • Demonstrates little knowledge of EC Rules • Suggests or supports purposeful non-compliance with EC rules • Takes little initiative to learn or gain further understanding of rules.
3	Meets Expectations	<ul style="list-style-type: none"> • Demonstrates a familiarity with most common rules
5	Exceeds Expectations	<ul style="list-style-type: none"> • Demonstrates ability to find and interpret rules

Category 3: Communication Skills - Articulating / Listening and Understanding

1	Does not meet expectations	<ul style="list-style-type: none"> • Continually interrupts speaker • Presents closed body language (i.e.: arms crossed, etc.) • Impatient • Judgemental and or biased
3	Meets Expectations	<ul style="list-style-type: none"> • Permits speaker to complete their thoughts without interruption • Asks open-ended questions to promote dialogue • Utilizes active listen skills • Presents inviting, open body language • Non-sceptical and impartial tone
5	Exceeds Expectations	<ul style="list-style-type: none"> • Sincere • Able to handle denials and objections

Category 4: Observation Skills

1	Does not meet expectations	<ul style="list-style-type: none"> • Does not see suspicious/abusive activity in warm up ring or barns • Tends to rationalize suspicious activity
3	Meets Expectations	<ul style="list-style-type: none"> • Recognizes and identifies suspicious or abusive situations in warm up ring or barns • Takes notes at daily briefings • Familiar with site map
5	Exceeds Expectations	<ul style="list-style-type: none"> • Makes quality follow-ups with Evaluator • Has a good knowledge and understanding of Welfare of the Horse



Category 5: Ethics - Confidentiality & Discretion

1	Does not meet expectations	<ul style="list-style-type: none"> • Speaks out loudly in public when discussing issues • Fails to keep incidents confidential; discusses with other officials or competitors • Violates or is unaware of conflict of interest rules
3	Meets Expectations	<ul style="list-style-type: none"> • Finds a quiet and private location if an issue needs to be discussed • Is aware of and compliant with conflict of interest rule
5	Exceeds Expectations	<ul style="list-style-type: none"> • Always demonstrates exceptional discretion

Category 6: Attitude: Acceptance of Feedback

1	Does not meet expectations	<ul style="list-style-type: none"> • Refuses to make corrections or changes • Makes excuses for poor performance • Fails to take ownership, accountability, and responsibility and does not understand the consequences of his/ her actions • Rationalizes errors and mistakes, is defensive • Reluctant to ask questions
3	Meets Expectations	<ul style="list-style-type: none"> • Accepts feedback in a positive manner and applies suggestions willingly • Accepts responsibility for mistakes and does not make excuses • Demonstrates ownership, accountability, responsibility and understanding of the consequences of actions • Does not need to be repeatedly told about any behaviour needing correction
5	Exceeds Expectations	<ul style="list-style-type: none"> • Solicits feedback from many avenues to improve personal performance

Category 7: Appearance

1	Does not meet expectations	<ul style="list-style-type: none"> • Unsafe footwear • Dirty or unkempt clothing • Does not wear identification if provided • Inappropriate or unprofessional clothing ex. Tank top • Offensive body odour
3	Meets Expectations	<ul style="list-style-type: none"> • Neat, clean appearance • Appropriate shoes and clothing • Wears identification if provided • Overall well-groomed
5	Exceeds Expectations	<ul style="list-style-type: none"> • Professionally dressed