

Examples of different levels of performance and talking points

Accountability		
Unsuccessful	Successful	Special Recognition
<ul style="list-style-type: none"> • Reluctant to handle problems • Identifies but does not rectify own mistakes/responsibilities • Manages priorities, however struggles with disorganization and/or time management • Lacks sense of urgency, poor time management • Inconsistently completes cost effective work, does not seek out other ways to save • Strives, but struggles to habitually make ethical decisions/actions 	<ul style="list-style-type: none"> • effectively and consistently applies independent problem solving • embraces mistakes, takes initiatives to improve own work • sets and executes priorities thoroughly and efficiently • demonstrates consistent cost effectiveness in all components of work • reliability and regularly makes ethical decisions/actions 	<ul style="list-style-type: none"> • excels at independent problem solving • welcomes mistakes, adapts own work to improve the organization • institutes and integrates priorities to maximize organization efficiency • models supreme time management through organization and execution • maximize cost effectiveness through targeted incorporation of all possible resources • delivers and encourages model ethical decisions/actions
Communication		
Unsuccessful	Successful	Special Recognition
<ul style="list-style-type: none"> • could improve listening skills • could improve writing quality • could prepare better for presentations • could share information more often • disorganized writing • presentations too technical • reports contain inaccuracies • reports sometimes too late • spoken ideas not clear • uses jargon, confusing terminology 	<ul style="list-style-type: none"> • generally good communicator • generally listens well • generally shares information with team • good verbal communicator • good writer • makes good presentations 	<ul style="list-style-type: none"> • excellent listener • excellent verbal communicator • outstanding writer • promotes candid and open atmosphere • delivers outstanding presentations • enthusiastic public speaker • reports are always accurate, punctual • shares information with team
Customer Focus		
Unsuccessful	Successful	Special Recognition
<ul style="list-style-type: none"> • appears unresponsive to customers • doesn't help internal customers • doesn't understand customer perspective • inadequate customer knowledge • inconsistent customer follow-through • over-commits to customers • should seek more customer feedback 	<ul style="list-style-type: none"> • considers customers' perspective • courteous to customers • follows through • follows through with customers • gets customer feedback • helps internal customers 	<ul style="list-style-type: none"> • actively seeks customer feedback • always follows through • always helps all customers • always sees customers' perspective • conscientious with customers • courteous, responsive to customers
Teamwork		
Unsuccessful	Successful	Special Recognition
<ul style="list-style-type: none"> • does not request feedback • sometimes excessively critical • new to share more information • doesn't meet responsibilities • misses team deadlines • relies on own opinion • works alone, tries to do it all 	<ul style="list-style-type: none"> • communicates with team members • delivers on team commitments • generally works well with groups • helps create team spirit • helps leader meet goals 	<ul style="list-style-type: none"> • always requests feedback, gives feedback • provides team with accurate data • able to resolve conflict • can handle disagreement • clear on responsibilities, deadlines • excellent listening skills • always a team player