<table>
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<tr>
<th>Descriptions of Performance Elements</th>
<th>Examples</th>
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| **Technical Knowledge and Skills Competence** | 1. Demonstrates technical competence and knowledge of his/her work  
2. Ability to produce timely and quality work with the appropriate level of supervision  
3. Understands and performs all phases of job  
4. Strives to improve his/her knowledge and competence  
5. Applies knowledge and experience to work assignments and when solving problems  
6. Monitors the quality of his/her work  
7. Looks for ways to work more efficiently  
8. Accepts developmental feedback  
9. Acknowledges and learns from mistakes |
| **Working Relationships** | 1. Develops and maintains productive working relationships with others  
2. Shows appropriate respect and courtesy  
3. Builds trust and rapport with others  
4. Considers the impact of his/her actions on co-workers  
5. Considers the needs of colleagues/co-workers  
6. Demonstrates behavior conducive to teamwork |
| **Communications** | 1. Articulates ideas and information orally and in writing  
2. Demonstrates effective listening skills  
3. Promptly and consistently shares relevant information with others  
4. Comprehends and appropriately applies information to situations. |
| **Engagement and Accountability** | 1. Understands and follows appropriate safety practices  
2. Demonstrates commitment to University, departmental, and team goals  
3. Proactively addresses situations/problems  
4. Accepts responsibility for his/her actions and decisions  
5. Acts responsibly and appropriately  
6. Demonstrates appropriate use of University resources; uses time wisely  
7. Considers the general impact of his/her decisions  
8. Demonstrates integrity  
9. Adapts well to change |
| **Customer Relations** | 1. Understands the importance of effective customer service  
2. Demonstrates appropriate care for internal and external customers through respectful, courteous, reliable, and conscientious actions  
3. Works to meet or exceed customer needs  
4. Helps remove barriers to excellent customer service |
| **Management and Leadership** | 1. Actively furthers the mission of the University  
2. Provides opportunities for coaching/mentoring  
3. Gives subordinates timely and constructive feedback about their performance  
4. Motivates others to achieve results  
5. Appropriately plans and organizes unit’s work activities  
6. Develops strategic and tactical plans to achieve organizational and unit/departmental goals |
and committed to meeting personal and institutional goals; and, provide a positive example.

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<tr>
<th>Diversity/EEO</th>
<th>7. Translates the University’s vision into daily activities and behaviors</th>
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<tbody>
<tr>
<td>This element relates to the employee’s commitment to embracing the differences of others without regard to race, gender, age, sex, religion or sexual orientation.</td>
<td>1. Demonstrates respect for all individuals regardless of race, sex, age, religion, or sexual orientation</td>
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<td>2. Values the input and opinions of others when making decisions</td>
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<td>3. Appreciates differences between people in thought and style</td>
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<td>4. Takes affirmative steps to hire and retain a diverse workforce</td>
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