

Descriptions of Performance Elements

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| <p>Technical Knowledge and Skills Competence</p> <p>This element relates to the employee's understanding of specific technical/professional subject matter concepts integral to the area of the business in which they operate.</p> | <ol style="list-style-type: none"> 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 |
| <p>Working Relationships</p> <p>This element relates to an employee's ability to develop constructive, cooperative relationships with others, to be responsive and receptive to others' points-of-view, and to work effectively in a team environment.</p> | <ol style="list-style-type: none"> 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 |
| <p>Communications</p> <p>This element relates to the employee's ability to effectively communicate orally or in writing, to listen effectively, and to consider all relevant sources of information when making decisions.</p> | <ol style="list-style-type: none"> 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. |
| <p>Engagement and Accountability</p> <p>This element relates to an employee's demonstrated ability to support the University's goals, accept responsibility for their actions, earn trust and respect by acting with integrity, and behaving fairly, ethically, and responsibly. This factor also measures the employee's ability to effectively manage all available resources.</p> | <ol style="list-style-type: none"> 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 |
| <p>Customer Relations</p> <p>This element relates to an employee's understanding of their customers' needs and an ability to maintain good customer relations.</p> | <ol style="list-style-type: none"> 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 |
| <p>Management and Leadership</p> <p>This element relates to the employee's capacity to: guide, motivate, and inspire others; develop and implement strategic and operational plans; create a work environment where employees feel empowered, respected,</p> | <ol style="list-style-type: none"> 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 |

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| <p>and committed to meeting personal and institutional goals; and, provide a positive example.</p> | <p>7. Translates the University's vision into daily activities and behaviors</p> |
| <p>Diversity/EEO</p> <p>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.</p> | <ol style="list-style-type: none">1. Demonstrates respect for all individuals regardless of race, sex, age, religion, or sexual orientation2. Values the input and opinions of others when making decisions3. Appreciates differences between people in thought and style4. Takes affirmative steps to hire and retain a diverse workforce |