

EMPLOYEE PERFORMANCE EXPECTATIONS (STANDARDS) CROSSWALK

This cross walk will help you and your staff members understand the correlation between the performance standards as listed in the previous performance evaluation and the 2012 performance expectations. Note: Standards from prior evaluation form will be duplicated within the revised performance expectations.

2012 Performance <u>Expectations</u> :	Previous Performance Standards:
<p><u>PROFESSIONALISM</u></p> <p>This performance expectation evaluates the employee's competence in quality of work, dependability, adaptability/flexibility, and respect for others.</p>	<p><u>Adaptability/Flexibility:</u> This describes how well the employee adapts to change and is open to different and new ways of doing things.</p> <p><u>Dependability:</u> This describes how well the employee completes assigned work in a timely manner. The employee meets attendance requirements.</p> <p><u>Interpersonal Skills:</u> This describes how well the employee establishes and maintains effective work relationships. Demonstrates good communication and listening skills. Practices respect for others. Demonstrates conflict resolution skills.</p> <p><u>Quality:</u> This describes the employee's work in terms of consistency, thoroughness, and accuracy.</p> <p><u>Work Environment/Safety:</u> This describes how well the employee promotes a respectful workplace and complies with general conditions of employment, EEO, security, and workplace safety policies.</p>
<p><u>PROMOTING RESPONSIBLE GOVERNMENT</u></p> <p>This performance expectation evaluates the employee's competence in adaptability, dependability, productivity, efficiency, work environment and safety.</p>	<p><u>Adaptability/Flexibility:</u> This describes how well the employee adapts to change and is open to different and new ways of doing things.</p> <p><u>Dependability:</u> This describes how well the employee completes assigned work in a timely manner. The employee meets attendance requirements.</p> <p><u>Productivity:</u> This describes how the employee manages and completes workload expectations and demonstrates the knowledge and skills needed to do the job.</p>
<p><u>CUSTOMER FOCUS:</u></p> <p>This performance expectation evaluates the employee's competence in customer service, conflict resolution, interpersonal skills, and communication.</p>	<p><u>Adaptability/Flexibility:</u> This describes how well the employee adapts to change and is open to different and new ways of doing things.</p> <p><u>Customer Service:</u> This describes how well the employee works with internal and external customers to achieve desired results and maintain positive relationships.</p>

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<p><u>PERFORMANCE EXPECTATION:</u> <u>LEADERSHIP</u> This performance expectation evaluates the employee's competence to motivate people and efficiently manage resources in achieving the agency's mission.</p>	<p>Encompasses all facets of previous standards from supervisor/manager level.</p>