

# Idaho State Employment Performance Expectations and Rating Levels

IDAHO DIVISION OF HUMAN  
RESOURCES



# What is a Performance Expectation?

- A Performance expectation describes a desirable level of competence an employee would be demonstrating at a particular rating level.
- Four Idaho statewide performance expectations:
  - Professionalism, Promoting Responsible Government, Customer Focus, and Leadership.

# Professionalism

- This performance expectation evaluates the employee's competence in quality of work, dependability, adaptability, flexibility, confidentiality and respect for others.
- Examples: Takes personal responsibility for actions, maintains confidentiality of information, Handles problems timely, respectfully, and efficiently

# Promoting Responsible Government

- **This performance expectation evaluates the employee's competence in dependability, productivity, efficiency, work environment, safety and adaptability to change.**
- **Examples: Plans for and uses resources efficiently; always looking for ways to reduce costs, provides system improvements that decrease cost of operations and/or improve efficiency of operations, and consistently follows safe work practices.**

# Customer Focus

- **This performance expectation evaluates the employee's competence in customer service, conflict resolution, interpersonal skills and communication.**
- **Examples: Ability to develop customer friendly solutions to address concerns within law, rule, policies or processes, works with customers to resolve problems to satisfaction of both parties, collects relevant facts, develops response and determines best communication method for situation.**

# Leadership

- This performance expectation evaluates the employee's competence to motivate people and efficiently manage resources in achieving the agency's mission.
- Examples: Aligns employees' performance goals with agency goals and motivates employees to be successful, addresses problems directly with employees, resulting in better communication and understanding of expectations and maintains current documentation on employee performance.

# What are rating levels?

- A rating level is an assigned level of evaluated performance.
- Idaho's four rating levels are: Exemplary Performance, Solid Performance, Achieves Performance, and Does Not Achieve Performance.

# Exemplary Performance

- This rating is used in special circumstances for employees that should receive special recognition for assigned projects that are completed with significant results and have a significant impact on agency business



# Solid Performance

- **Employee meets and often exceeds expectations for performance expectations listed at Achieves Performance level AND consistently demonstrates performance such as:**
  - **Relied upon to provide consultation or technical assistance within agency and with other agencies**
  - **Identifies and implements practices to improve work processes, enhance customer satisfaction and ensure excellence in daily work**
  - **Continuously looks for improvements and looks for opportunities to provide better service and save costs**

# Achieves Performance

- **Employee consistently meets performance expectations such as:**
  - **Demonstrates the knowledge and skills to perform the work.**
  - **Demonstrates commitment to quality.**
  - **Complies with federal, state, and agency laws, rules and policies.**
  - **Meets and follows through with job expectations, projects, goals, and commitments in a timely manner.**

# Does Not Achieve Performance

- **This employee's performance needs improvement or is unacceptable in accordance with Rule 190, 152, and 153.**
- **Need to work with your Human Resources Consultant.**

# Employee Performance Expectations Crosswalk

2012 Performance <u>Expectations</u> :	Previous Performance Standards:
<p><b><u>PROFESSIONALISM</u></b></p> <p><b>This performance expectation evaluates the employee's competence in quality of work, dependability, adaptability/flexibility, and respect for others.</b></p>	<p><b><u>Adaptability/Flexibility:</u></b> This describes how well the employee adapts to change and is open to different and new ways of doing things.</p> <p><b><u>Dependability:</u></b> This describes how well the employee completes assigned work in a timely manner. The employee meets attendance requirements.</p> <p><b><u>Interpersonal Skills:</u></b> 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><b><u>Quality:</u></b> This describes the employee' work in terms of consistency, thoroughness, and accuracy.</p> <p><b><u>Work Environment/Safety:</u></b> 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><b><u>PROMOTING RESPONSIBLE GOVERNMENT</u></b></p> <p><b>This performance expectation evaluates the employee's competence in adaptability, dependability, productivity, efficiency, work environment and safety.</b></p>	<p><b><u>Adaptability/Flexibility:</u></b> This describes how well the employee adapts to change and is open to different and new ways of doing things.</p> <p><b><u>Dependability:</u></b> This describes how well the employee completes assigned work in a timely manner. The employee meets attendance requirements.</p> <p><b><u>Productivity:</u></b> This describes how the employee manages and completes workload expectations and demonstrates the knowledge and skills needed to do the job.</p>

## Crosswalk continued...

<p><b><u>CUSTOMER FOCUS:</u></b></p> <p><b>This performance expectation evaluates the employee's competence in customer service, conflict resolution, interpersonal skills, and communication.</b></p>	<p><b><u>Adaptability/Flexibility:</u> This describes how well the employee adapts to change and is open to different and new ways of doing things.</b></p> <p><b><u>Customer Service:</u> This describes how well the employee works with internal and external customers to achieve desired results and maintain positive relationships.</b></p> <p><b><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.</b></p> <p><b><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.</b></p>
<p><b><u>PERFORMANCE EXPECTATION: LEADERSHIP</u></b></p> <p><b>This performance expectation evaluates the employee's competence to motivate people and efficiently manage resources in achieving the agency's mission.</b></p>	<p>Encompasses all facets of previous standards from supervisor/manager level.</p>