

Factor & Definition:	Performance Standards:
<b>1 Adaptability</b> <i>Definition:</i> The degree to which one demonstrates openness to change and new ideas. Ability to adjust to changing work requirements and respond to new situations.	<ul style="list-style-type: none"> <li>• <b>High Performer</b> Fits well into virtually any assignment. Utilizes new ideas to improve operations. Seeks to effectively assimilate change into productive processes.</li> <li>• <b>Valued Performer</b> Adjusts well to most situations or changes. Supportive and proactive in effecting changes and improving processes.</li> <li>• <b>Contributor</b> Generally not resistant to change. Can adapt to many situations requiring a detour from established procedures if given reasonable time to adapt.</li> <li>• <b>Needs Improvement</b> Demonstrates a general resistance to change. Can adapt to new situations, but only when forced.</li> <li>• <b>Unacceptable</b> Negative toward change. Reluctant or unable to adapt to new situations. Frequently resists change causing problems and delays.</li> </ul>

Factor & Definition:	Performance Standards:
<b>2 Attention to Detail</b> <i>Definition:</i> The level at which tasks are performed carefully, accurately, and in accordance with specific instructions. Consistency of work quality and compliance with standards, requirements, and expectations. The tracking of numerical data and detailed organizational information, and the careful application of grammar, spelling, and punctuation rules.	<ul style="list-style-type: none"> <li>• <b>High Performer</b> Accuracy and attention to detail are exceptional. Assignments are completed carefully and in full accordance with specific instructions. Exceptional quality standards are maintained in the recording of numerical data and organizational information. Grammar, spelling, and punctuation are flawless.</li> <li>• <b>Valued Performer</b> Accuracy and attention to detail are excellent. Assignments are completed in accordance with specific instructions. High quality standards are maintained in the recording of numerical data and organizational information. Grammar, spelling, and punctuation are very good.</li> <li>• <b>Contributor</b> Accuracy and attention to detail are good. Assignments are completed correctly with very few mistakes. Quality standards are maintained. Grammar, spelling, and punctuation are usually accurate.</li> <li>• <b>Needs Improvement</b> Accuracy and attention to detail are lacking. Mistakes are present in some assignments and specific instructions are not always followed. Numerical data and organizational information may be inaccurate. Errors are present in grammar, spelling, and punctuation.</li> <li>• <b>Unacceptable</b> Accuracy and attention to detail are poor. Assignments are often completed with many mistakes in both numerical data and organizational information. Quality standards are not met. Grammar, spelling, and punctuation errors are numerous.</li> </ul>

Factor & Definition:	Performance Standards:
<b>3 Confidentiality</b> <i>Definition:</i> The ability to preserve sensitive and important information or data. Confidential information is not revealed outside of the company, except as necessary in the ordinary course of business.	<ul style="list-style-type: none"> <li>• <b>High Performer</b> Confidentiality policies are completely understood and implemented. Acts trustworthy in every way with sensitive data and information. Seeks to protect private information in all business interactions.</li> <li>• <b>Valued Performer</b> Understands and follows the company's policy on confidentiality. Is well trusted with sensitive data and information. Quick to seek counsel or advice if questionable issues or situations regarding confidentiality occur.</li> <li>• <b>Contributor</b> Has a general understanding of the company's confidentiality policy and guidelines. Follows established policies and seeks advice as appropriate. Few exceptions have occurred.</li> <li>• <b>Needs Improvement</b> Demonstrates a lack of understanding of the company's confidentiality policy. Does not protect sensitive company information. Future improvement in trustworthiness needs to occur to prevent any serious problems.</li> <li>• <b>Unacceptable</b> Confidentiality is a concern. Violations have occurred resulting in adverse consequences, or</li> </ul>

behavior is such that potential problems are imminent.

Factor & Definition:	Performance Standards:
<b>4 Customer Relations</b> <i>Definition:</i> The degree to which customer service and professional rapport is demonstrated in the day-to-day business environment.	<ul style="list-style-type: none"><li>• <b>High Performer</b> Well-refined customer relations skills are reflected in consistent, superior service. Is a constant example to associates in performing customer service and handling difficult situations.</li><li>• <b>Valued Performer</b> Excellent customer relations skills are demonstrated. Is always attentive, concerned, and polite. Able to diffuse difficult situations smoothly.</li><li>• <b>Contributor</b> Customer relations are good. Is attentive, concerned, and polite.</li><li>• <b>Needs Improvement</b> Customer relations could improve. Sometimes is too casual or appears uninterested in customer.</li><li>• <b>Unacceptable</b> Customer relations performance is unsatisfactory. Customer complaints, curtness, or lack of attentive service are common.</li></ul>

Factor & Definition:	Performance Standards:
<b>5 Dependability</b> <i>Definition:</i> The degree of follow-through on assignments. The degree to which the employee can be counted on to complete assignments in a timely and competent manner. The degree to which the employee is self-directed, takes initiative, and is proactive.	<ul style="list-style-type: none"><li>• <b>High Performer</b> Always completes assignments timely and thoroughly. Frequently works beyond expectations demonstrating exceptional initiative.</li><li>• <b>Valued Performer</b> Can be counted on to complete assignments in a timely and thorough manner. Consistently meets or exceeds expectations.</li><li>• <b>Contributor</b> Can usually be counted on to complete assignments correctly and in a timely manner. A few exceptions may occur.</li><li>• <b>Needs Improvement</b> Dependability is a problem. Lack of follow-through or unwillingness to complete tasks occasionally leaves other staff members in adverse situations or requires other staff to take on additional responsibilities. Absenteeism [excluding legally required leave] has impacted job performance.</li><li>• <b>Unacceptable</b> Dependability is a significant problem. Follow-through or unwillingness to complete tasks frequently leaves other staff members in adverse situations or requires other staff to take on additional responsibilities. Absenteeism [excluding legally required leave] has impacted job performance.</li></ul>

Factor & Definition:	Performance Standards:
<b>6 Teamwork &amp; Cooperation</b> <i>Definition:</i> The degree to which individuals promote a collaborative, cooperative, and productive working environment. The level of demonstrated sensitivity, team building, support, and respect. The degree of synergy promoted.	<ul style="list-style-type: none"><li>• <b>High Performer</b> Excellent team player who creates synergy and greatly enhances productivity. Facilitates teamwork, collaboration, and cooperation in all group relationships.</li><li>• <b>Valued Performer</b> Eager, willing, and effective in creating a positive team atmosphere. Strives to cooperate and support others. Understands the role of a team player. Generates ideas and accepts and evaluates others' input.</li><li>• <b>Contributor</b> Generally cooperative and willing to work on a team to promote productivity and professionalism. Communicates information when asked.</li><li>• <b>Needs Improvement</b> Sometimes lacks willingness to work harmoniously with others. Does not share ideas and detracts from a consistent productive group environment.</li><li>• <b>Unacceptable</b> Generally lacks willingness to work harmoniously with others. Does not listen to others or share ideas and detracts from a consistent productive group environment.</li></ul>