

ACCOUNTABILITY

	NOT MEETING EXPECTATIONS	MEETING EXPECTATIONS	EXCEEDING EXPECTATIONS
PRODUCTIVITY	<ul style="list-style-type: none"> • Often misses deadlines or fails to complete assigned volume of work. • Loses energy/focus on critical priorities, gets distracted by less important issues, conducts non-work activities during work hours, and/or keeps others from performing their duties. • Frequently fails to adhere to assigned work schedule, including early departures, late arrivals, and frequent/extended breaks. 	<ul style="list-style-type: none"> • Completes required volume of work by established deadlines. • Stays productive and focused on assigned tasks during work hours. • Adheres to assigned work schedule and keeps supervisor informed of whereabouts during the work day. 	<ul style="list-style-type: none"> • Regularly completes required volume of work, or more, ahead of established deadlines. • Takes advantage of lulls in work cycle to assist others, thinks creatively to find other approved work to perform, and gently assists team members to be focused on assigned tasks during work hours. • Consistently adheres to work schedule and proactively keeps management and key colleagues informed of whereabouts during the work day.
AUTONOMY	<ul style="list-style-type: none"> • Often needs reminders or additional oversight to complete assignments. • Unnecessarily, excessively, or inappropriately relies on assistance from others to complete routine work. 	<ul style="list-style-type: none"> • Generally completes work with few reminders or infrequent oversight. • Successfully completes most tasks independently but may ask for support, as appropriate, when faced with unfamiliar tasks or situations. 	<ul style="list-style-type: none"> • Highly self-sufficient in managing work such that minimal oversight is required. • Rarely needs the assistance of others to complete assigned tasks and regularly serves as a resource to others for completing their assignments.
PRIORITIZATION	<ul style="list-style-type: none"> • Does not take appropriate time to plan work, often has difficulty determining priorities and organizing work flows, and/or sets goals and milestones that are either too easy or too difficult to achieve. • Does not adequately track progress toward milestones, is often inflexible when faced with competing or changing priorities or has difficulty adjusting to typical obstacles to meet deadlines or achieve goals. 	<ul style="list-style-type: none"> • Takes sufficient and appropriate measures to plan and organize work, to prioritize tasks, and to set realistic goals and milestones. • Monitors progress toward milestones, adapts approach due to changing requirements or predictable obstacles, and re-prioritizes tasks appropriately to meet deadlines and achieve goals. 	<ul style="list-style-type: none"> • Highly efficient in organizing and prioritizing work, anticipates delays or obstacles, proactively establishes contingency plans and sets ambitious but achievable goals and milestones. • Sets decisive checkpoints to ensure milestones are met, easily and creatively adapts work approach even in complex or unique situations, and juggles priorities efficiently to ensure deadlines and goals are achieved.
COORDINATION	<ul style="list-style-type: none"> • Does not seek necessary information before proceeding with assigned tasks or may initiate action without appropriate agreement on milestones, requirements, or measures of success. • Insufficiently communicates with supervisor or other relevant parties on the status of assigned work. • Often fails to keep management informed of work concerns affecting their ability to complete assigned tasks. 	<ul style="list-style-type: none"> • Seeks needed information to complete work. Confirms agreement among team members for milestones, requirements, and measures of success. • Provides sufficient updates to supervisor and other relevant parties on the status of assigned work. • Appropriately escalates work concerns affecting their ability to complete assigned tasks to management. 	<ul style="list-style-type: none"> • Energizes commitment among team members regarding milestones, requirements, and measures of success. • Proactively provides targeted updates to supervisor and other relevant parties on the progression of assigned work. • Rarely needs to escalate concerns to management, but when necessary, consistently provides clear and full information and viable alternatives so that management can easily determine appropriate action.