

Definitions of Performance Dimensions

Directions: These definitions are to be used with Section 2, Performance Dimensions, of the Employee Performance Appraisal form to determine the critical dimensions and to help assess/describe performance. For more information, see the Employee Performance Appraisal form and Section IV- 4.04 0 of the Management Manual.

Employability Skills

ES1. Responsibility – Exhibiting individual behaviors that support the goals and objectives of the organization.

- 1.1 Support the organization’s mission, goals and objectives.
- 1.2 Perform job to best of your abilities.
- 1.3 Demonstrate initiative.
- 1.4 Behave ethically.
- 1.5 Make decisions ethically.
- 1.6 Follow procedures.
- 1.7 Maintain a safe and clean work environment.
- 1.8 Adhere to company attendance policy/work hours.
- 1.9 Maintain professional appearance.
- 1.10 Accept accountability for actions and decisions.
- 1.11 Admit mistakes.
- 1.12 Utilize chain of command.
- 1.13 Challenge authority professionally.
- 1.14 Think cost effectively.
- 1.15 Meet deadlines
- 1.16 Keep accurate records

ES2. Communication - Exchanging ideas and information in oral, written, or visual form.

Oral

- 2.1 Use correct grammar, appropriate vocabulary and proper etiquette face-to-face or on the telephone.
- 2.2 Use effective tone, pace and inflection in verbal exchanges.
- 2.3 Practice active listening.
- 2.4 Question effectively.
- 2.5 Maintain open communication.
- 2.6 Give and receive constructive feedback.
- 2.7 Negotiate win-win resolutions.
- 2.8 Deliver effective oral presentation(s).
- 2.9 Understand body language.
- 2.10 Interact rationally with difficult people.

Written

- 2.11 Demonstrate literacy.
- 2.12 Select appropriate format and style for written communications.
- 2.13 Use correct grammar, spelling, mechanics.
- 2.14 Organize written presentations effectively.
- 2.15 Summarize relevant and pertinent information.
- 2.16 Present information in visually appealing, understandable format.
- 2.17 Understand legal issues related to written communication.
- 2.18 Write business-appropriate correspondence (e-mails, letters, memos, etc.).
- 2.19 Writing legibly.

ES3. Adaptability – Exhibiting flexibility and receptivity to changing technologies, methods, processes, work environments, and organizational structures and practices.

- 3.1 Embrace change.
- 3.2 Seek learning and growth opportunities.
- 3.3 Adjust to physical changes in workplace
- 3.4 Adjust to changes in work flow.
- 3.5 Manage multiple assignments.
- 3.6 Adapt to the environment.
- 3.7 Support new ideas openly.
- 3.8 Complete a periodic self-assessment.
- 3.9 Adapt to changing technologies.
- 3.10 Be aware of global impact on the workplace.

ES4. Teamwork – Working cooperatively with others to analyze a situation, establish priorities, and apply resources for solving a problem or accomplishing a task.

- 4.1 Understand value of teamwork.
- 4.2 Commit to team cohesion.
- 4.3 Understand individual differences, including generational and global.
- 4.4 Incorporate creativity.
- 4.5 Participate in team planning activities.
- 4.6 Evaluate objectively the ideas of team members to determine option(s).
- 4.7 Carry out team assignments in a timely manner.
- 4.8 Communicate team results to appropriate people.
- 4.9 Evaluate team results.

ES5. Problem-solving – Identifying problems, potential causes, and continuous improvement opportunities.

- 5.1 Be proactive in preventing problem occurrences.
- 5.2 Define characteristics of situation or problem.
- 5.3 Gather essential information.
- 5.4 Determine root cause.
- 5.5 Recognize organizational and personal barriers.
- 5.6 Brainstorm possible solutions.
- 5.7 Utilize problem-solving methods.
- 5.8 Use appropriate technology.
- 5.9 Establish decision criteria.
- 5.10 Interpret data.
- 5.11 Evaluate potential outcomes.
- 5.12 Prioritize best solutions.
- 5.13 Implement best solution(s).
- 5.14 Monitor results.
- 5.15 Evaluate results.
- 5.16 Share results with appropriate individuals.
- 5.17 Ensure proper follow up with internal and external customers
- 5.18 Know when to seek help.
- 5.19 Approach problem as a learning opportunity.

ES6. Information Processing – Finding and using information.

- 6.1 Determine information required.
- 6.2 Identify information resources.
- 6.3 Gather required information.
- 6.4 Modify search as required.
- 6.5 Compile information into appropriate format.
- 6.6 Understand sensitivity of data.
- 6.7 Ensure accuracy of sources.
- 6.8 Communicate with appropriate people.
- 6.9 Document action(s) taken.
- 6.10 Demonstrate math skills appropriate to workplace.
- 6.11 Demonstrate basic computer and associated application skills.

Performance Attributes

PA1. Classroom Instructional Skills/Knowledge – Staying current with new information and activities related to discipline. Demonstrating professional expertise in assigned subject matter and teaching methodology, including performance-based learning, alternative delivery methods, and instructional technology.

PA2. Classroom Management – Maintaining appropriate environment for learning. Using class time effectively. Conveying enthusiastic attitude toward subject and encouraging student participation in class. Presenting current concepts and skills in courses and updating syllabi as needed.

PA3. Classroom Presentation – Applying appropriate instructional strategies and adequately conveys content. Is flexible in responding to the learning needs of students and adapting lesson plans as needed to facilitate student achievement.

PA4. College Service – Participating in and supporting college initiatives and activities. Serving on committees as requested. Attending scheduled meetings.

PA5. Customer Service – Treating students, the general public, and co-workers with basic courtesy. Being helpful and responsive to the concerns of others and promoting the college in a positive light.

PA6. Employee Development – Providing career planning for direct reports through employee development opportunities including training and varied job assignments. Providing feedback to support employees' efforts to achieve established performance outcomes.

PA7. Facility, Equipment And Supply Management - Developing and managing budgets based on objectives of the unit in order to identify and utilize resources to provide successful outcomes.

PA8. Initiative - Starting assignments without prompting and independently contributing ideas and projects. Seeing and acting upon new opportunities.

PA9. Job Skills/Knowledge – Possessing the knowledge and job skills for the specific area of responsibility assigned. Demonstrating an understanding of the administrative and management procedures related to assigned responsibilities.

PA10. Leadership – Demonstrating initiative through encouragement of new ideas, innovation and creativity. Providing for continuous improvement of college programs and services through techniques of mentoring, coaching and problem solving. Setting a good example by displaying a positive approach and professional demeanor.

PA11. Personnel Management – Managing and supervising assigned staff while consistently adhering to policies and procedures established by the institution. Is sensitive and supportive of the college's EEO/Affirmative Action guidelines.

PA12. Planning/Organization – Scheduling and planning most efficient use of time in order to accomplish a specific goal. Keeping accurate records.

PA13. Professional Development - Participating in staff development activities on and off campus to learn new ways to improve job skills and knowledge.

PA14. Program Administration - Managing program or service area through utilization of available resources, maintaining records, developing schedules and monitoring progress of established outcomes.

PA15. Quality of Work - Demonstrating neatness, thoroughness and accuracy in completing job assignments.

PA16. Timeliness of Work - Completing assignments within established deadlines.