Performance appraisal Factors: Non-Supervisor

**ACCOMPLISHMENTS**

- **Work Plan** - develops a personal work plan, is organized & timely with their work
- **Goals** - establishes challenging & appropriate work goals
- **Duties & Responsibilities** - understands duties & responsibilities of their role & completes these tasks
- **Other Accomplishments**

**ACCOUNTABILITY**

- **Focus on Results** - challenges self, measure & assess outcomes, accountable for their results
- **Quality** - attentive to detail and accuracy, sets & supports quality standards, makes continuous improvements
- **Reliability** - completes assignments in a timely & competent manner
- **Compliance** - complies with applicable laws, rules & policies

**KNOWLEDGE, ABILITIES & SKILLS**

- **Communication** - listens & provides timely communication clearly, appropriately uses feedback to maximize employee performance
- **Job Knowledge** - understands job duties & responsibilities, sets clear expectations
- **Teamwork** - contributes to the team, exchanges ideas & opinions, promotes mutual respect of diverse perspectives

**COMMITMENT TO EXCELLENCE**

- **Initiative & Innovation** - works independently & is self-directed, remains flexible to changing priorities & limited resources, seeks innovative solutions
- **Customer Service** - demonstrates professional rapport, responds to inquiries in a timely fashion
- **Mission Support** - understands connection between individual role & the organization’s mission & goals
Performance appraisal Factors: Supervisor/Senior Staff

**ACCOMPLISHMENTS**
- Work Plan - develops a personal work plan, is organized & timely with their work
- Goals - establishes challenging & appropriate work goals
- Duties & Responsibilities - understands duties & responsibilities of their role & completes these tasks
- Other Accomplishments

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**MANAGEMENT**
- Initiative & Innovation - Flexible to changing priorities & limited resources
- Planning & Resource Stewardship - Sets priorities & develops realistic plans, maximizes resources to achieve optimum value
- Leadership - empowers employees at all levels, fosters inclusion collaboration, sound ethical standards & models expected behavior.