**Politics and Prose Employee Evaluation Questions**

**Ratings:**

* **Exceptional**: Visible role model. Achieves all agreed upon objectives in a manner well above expectations.
* **Exceeds Expectations**: Demonstrates most competencies consistently. Achieves all agreed upon objectives well above expectations.
* **Meets Expectations**: Demonstrates most competencies consistently. Achieves all agreed upon objectives satisfactorily.
* **Meets Some Expectations**: Demonstrates competencies only occasionally. Partially achieves agreed upon objectives.
* **Does Not Meet Expectations**: Demonstrates competencies only rarely. Does not achieve agreed upon objectives. Significant and immediate improvement required.

1. **Customer Service**
   1. Response Time: Acts courteously, compassionately, and responsively to all customers.
   2. Anticipates Needs: Anticipates customers needs and responds appropriately.
   3. Removes Barriers: Helps remove barriers to excellent customer services.
   4. Resolves Issues: Demonstrates understanding of customer issues from the customer perspective.
2. **Job Knowledge**
   1. Accurate and Complete Work: All work is accurate and complete.
   2. Knowledge: Meets or exceeds job knowledge for current position.
   3. Professional Growth: Employee is continuing professional growth.
   4. Resources: Uses available resources effectively and efficiently.
3. **Operational Excellence**
   1. Uses Time Effectively: Uses time efficiently and effectively.
   2. Prioritizes: Organizes and prioritizes work effectively, making the best use of time and resources for higher prioritized tasks, while maintaining timeliness on other projects.
   3. Flexibility to Change: Demonstrates flexibility in responding to priorities and organizational change.
   4. Problem Solving: Identifies and analyzes problems. Weighs relevance and accuracy of information. Generates and evaluates alternative solutions. Makes recommendations.
4. **Leadership and Innovation**
   1. Trust, Respect, Rapport: Establishes trust, respect and rapport.
   2. Strategic Thinking: Formulates objectives and priorities. Implements plans consistent with the long-term interests of the organization. Capitalizes on opportunities and manages risks.
   3. Decisiveness: Makes well-informed, effective and timely decisions, even when data are limited or solutions produce unpleasant consequences. Perceives the impact and implications of decisions.
   4. Creativity and Innovation: Develops new insights into situations. Questions conventional approaches. Encourages new ideas and innovations. Designs and implements new or cutting-edge programs/processes.
5. **Communication and Collaboration**
   1. Actively Listens: Actively listens; seeks opportunity for dialogue to fully understand communicators message or needs.
   2. Clearly Communicates: Clearly communicates thoughts and ideas in language appropriate to the listener; checks level of understanding by asking for feedback.
   3. Team Objectives: Focuses on team objectives and helps others to achieve those objectives.
   4. Team Accomplishments: Supports and celebrates team accomplishments.
6. **Commitment to Diversity and Inclusion**
   1. Recognizes Value: Recognizes the value of cultural, ethnic, gender, and other individual differences.
   2. Seeks Perspectives: Actively seeks out different viewpoints and leverages the benefits of different perspectives.
   3. Seeks Understanding: Seeks to understand the perspective of others when he or she disagrees with them and responds appropriately.
   4. Inclusiveness: Practices and promotes inclusiveness.