



Key Distinctions Performance Levels

Level 2

- Performance shows notable deficiencies
- Quality & quantity of work is less than level 3
- Work products do not consistently and/or fully meet the organization’s needs and too often require additional work.
- Problems with timeliness of work are too frequent or too serious to ignore
- Deficiencies create adverse consequences to the organization or create burden to other employees
- Employee’s communication is not focused, contains too much or too little information, and/or is conveyed in a tone that hinders achievement of the purpose of the communication.

Level 3

- Good, sound performance
- Quality & quantity of work is fully competent
- Work products meet requirements with minor revisions
- Completes work by established deadlines
- Interpersonal behavior promotes attainment of work objectives and poses no significant problems
- Speaks and writes clearly & effectively

Level 4

- Unusually good performance, consistently above average
- Quality & quantity of work is consistently above average
- Work products rarely require even minor revision
- Work is planned and rarely requires backtracking. Consistently meets deadlines
- Works effectively with customers, creating a highly successful cooperative effort
- Oral & written expression are noteworthy for their clarity and effectiveness, leading to improved understanding of the work

Level 5

- Rare, high quality performance
- Quality & quantity of work substantially exceeds standards, rarely leaves room for improvement
- Accuracy and thoroughness of work are exceptionally reliable.
- Develops contingency plans to handle potential problems. Planning and adaptability to change result in early or timely completion of work under all but the most extraordinary circumstances
- Handles interpersonal relationships with exceptional skill, anticipating and avoiding potential causes of conflict and actively promoting cooperation with customers
- Oral and written expression are exceptionally clear and effective. They improve cooperation among participants in the work and prevent misunderstandings