



Performance Standards

Performance Goals Compensation System (PGCS)

2021

The Department the Military has chosen the following set of performance standards for the evaluation period of 2021. The PGCS evaluation must add up to 100%. The agency has selected the **FIRST 80%** and have left you the supervisor with the remaining 20% to utilize on your own, however if your staff is a **1st line Supervisor**, you **MUST** Choose Leadership and the four standards chosen below. No exceptions. If your staff is in a **Non-Supervisory position**, you will choose Professional Skill/Job Knowledge Performance Standard, and choose any of the sub-standards listed beneath the Primary Performance Standard, however you **MUST** “Job Knowledge” as one of the sub-standards’ no exceptions.

COMMUNICATION (AGENCY SELECTED)

Sub-Standards

- **Interpersonal Skills** –Communicates well with others and treats others with respect, accepts directions, elicits thorough and thoughtful discussion and questions to accomplish tasks/goals.
- **Follows Directions**-Consistently understands and follows directions, and workplace guidance.

Weight 20%

ACCOUNTABILITY (AGENCY SELECTED)

Sub-Standards

- **Self-Management**-Self-Directed work processes; prioritizes and completes tasks to deliver desired outcome and results within the designated frames.
- **Accountable** – Demonstrates responsibility for the consequences of one’s own actions and decisions; takes responsibility for decisions and does not shift blame on others.
- **Commitment**- Demonstrates a dedication to the agency’s mission, job goals and tasks; demonstrates a focus toward producing a high-quality work product.

Weight 20%

PROFESSIONALISM (AGENCY SELECTED)

Sub-Standards

- **Professional Demeanor**-Demonstrates professionalism about the job and the work environment; maintains composure and professionalism in stressful situations; exhibits a confident approach supported by factual information; dresses in a manner appropriate to the employee's duties and job location; follows the agency's dress code policy, where applicable.
- **Teamwork**- Collaborates with co-workers to further the agency’s mission; demonstrates commitment and willingness to work together in finding solutions to complete tasks/goals.

- **Trust and Integrity**-Demonstrates personal integrity in work product; truthful individual; presents the truth in an appropriate and helpful manner; does not misrepresent facts for personal gain; pursues honesty and adheres to ethical standards.

Weight 20%

WORK PRODUCT (AGENCY SELECTED)

Sub-Standards

- **Accuracy/Quality/Thoroughness**
Thoroughness- Delivers an accurate work product with minimal use of agency resources; demonstrates high standard of quality, precision and thoroughness adhering to the standards, procedures, rules, regulations and expectations; produces accurate, thorough, and reliable results and/or service; documentation, files, reports, and /or correspondence are clear, complete and accurate.
- **Results Oriented**- Identifies actions necessary to achieve task completion and to obtain results; effective problem solver; able to analyze a problem, develop a plan of action considering all relevant factors taking into consideration past decisions and outcomes; seeks appropriate input when uncommon situations arise; displays a practical approach to problem solving; develops creative solutions; streamlines processes or procedures, where applicable.
- **Initiative**: Identifies what needs to be done and works on it before being asked or before the situation requires it; looks beyond the requirements of one's own job to offer suggestions for improvement of overall organizational behaviors.

Weight 20%

IF YOUR STAFF IS IN A SUPERVISORY ROLE YOU MUST SELECT THIS PERFORMANCE STANDARD.

LEADERSHIP (SUPERVISORS ONLY)

Sub-Standards

- **Supervisory Skills**- Organizes and motivates employees to accomplish work goals and tasks; provides workplace order and direction; available and accessible as a resource and support for others; gives consistent recognition to employees; is a resource for knowledge and skills.
- **Developing Employees**- Recognizes potential in employees and maximizes strengths of employees; mentors and coaches employees to contribute to the employee's growth and development.
- **Conflict Management**- Provides effective dispute resolution skills to resolve conflicts; proficient at focused listening and is able to make tough decisions and settle disputes appropriately; seeks to establish common ground in a conflict and encourage cooperation with minimum workplace disruption
- **Scheduling Work**- Understands and assigns the proper allocation of resources for the purpose of getting work done within a defined timeframe.

Weight 20%

NON-SUPERVISORY STAFF

NON-SUPERVISORY Staff may choose the standard below and select any/or all that is applicable to their staff, please note that Performance Standard “JOB **KNOWLEDGE**” must be selected. **No Exceptions!!!** Must add up to a weight of 20%

PROFESSIONAL SKILLS/JOB KNOWLEDGE (Professional **Non-Supervisory** Positions) Sub-Standards

Functional and Technical Skills: Demonstrates depth of knowledge and skill in a functional or technical area of the job

Job Knowledge Demonstrates knowledge and skills required for successfully carrying out the job responsibilities; applies the most efficient, effective, and safest (where applicable) methods in completing job duties and responsibilities; keeps up to date on all relevant knowledge and skills areas to meet job requirements. (***Must Select**)

Productivity-work is organized and prioritized appropriately; assignments and projects are completed within specified time frame; volume of work accomplished is appropriate and accurate (Optional)

Adaptability-Embraces change; meets changing conditions and situations in work responsibilities easily and positively; accepts constructive criticism and suggestions (Optional)

Time Management- Meets deadlines; plans and organizes work; uses appropriate resources and techniques to ensure projects or assignments remain on target; establishes appropriate priorities with work assignments and makes effective use of discretionary time. (Optional)

Learning/Training: Learns and demonstrates new skills and knowledge quickly; learns and applies agency policies, industry or technical knowledge quickly. (Optional)

Weight20%