

WORKDAY EMPLOYEE EVALUATION DEFINITIONS

Competencies & Ratings

REFERENCE GUIDE

Competencies by Management Level

Individual Contributor & Team Leader

Individual Contributor – Does not supervise, manage, or lead a team.

Team Leader – Not a supervisor; not a manager. A Team Leader guides the work of other Individual Contributors and is considered a subject matter expert. Does not evaluate employee performance and does not determine job accountabilities.

Communication	Writes, presents, and interprets information in a clear, concise, and organized manner. Considers the audience when composing or crafting a message. Uses technology effectively to deliver information. Promotes and exhibits transparency through timely communication of important issues.
Continuous Learning	Embraces an ongoing commitment to formal and informal learning and self-improvement. Takes initiative to seek out personal and career development.
Prioritization	Sets priorities and goals and designs or uses tracking systems or timetables to achieve those goals.
Interpersonal Relationships	Builds constructive working relationships that are characterized by a high level of trust, cooperation, and mutual respect.
Customer Service	Consistently demonstrates interest in customers and anticipates their needs, then responds to the customers' needs in a timely manner.
Problem Solving	Maintains a solution-focused mindset to gather information, identify key issues and collaborate with others to identify solutions.

Supervisor

Frontline leadership providing supervision to Individual Contributors and Team Leaders including evaluating the employees' performance.

Communication	Writes, presents, and interprets information in a clear, concise, and organized manner. Considers the audience when composing or crafting a message. Uses technology effectively to deliver information. Promotes and exhibits transparency through timely communication of important issues.
Customer Service	Consistently demonstrates interest in customers and anticipates their needs, then responds to the customers' needs in a timely manner.
Coaching and Developing Others	Empowers others to grow and succeed through constructive feedback, instruction and encouragement. Creates a positive working environment where people can do their best and work together as a team.
Conflict Resolution	Confronts, manages and resolves conflicts and disagreements in a positive and constructive manner and helps parties see things from others' perspectives to minimize negative impact.
Managing a Team	Effectively manages and guides group efforts. Defines expectations, and makes assignments according to strengths. Tracks team progress, adequately anticipates roadblocks, and changes course as needed.
Organizational Policies & Procedures	Understands, follows and influences the rules, guidelines and principles adopted by the organization. Understands how they affect decisions and actions.

Manager

Provides supervision to front line Supervisors, and/or may manage one or more program areas.

Communication	Writes, presents, and interprets information in a clear, concise, and organized manner. Considers the audience when composing or crafting a message. Uses technology effectively to deliver information. Promotes and exhibits transparency through timely communication of important issues.
Coaching and Developing Others	Empowers others to grow and succeed through constructive feedback, instruction and encouragement. Creates a positive working environment where people can do their best and work together as a team.
Building a Consensus	Fosters partnerships with stakeholders who can help meet organizational needs. Uses influence to solve problems and unite perspectives across diverse divides.
Strategy & Vision	Leverages forward-thinking ideas to motivate others to achieve far-reaching organizational aims. Aligns people, systems, and processes to achieve the organization's vision.
Managing a Team	Effectively manages and guides group efforts. Defines expectations, and makes assignments according to strengths. Tracks team progress, adequately anticipates roadblocks, and changes course as needed.
Organizational Policies & Procedures	Understands, follows and influences the rules, guidelines and principles adopted by the organization. Understands how they affect decisions and actions.

Rating Scales

Competencies

Expert	Competency is always observed. Sets the standard in the organization for performing the competency. Demonstrated ability to lead and train others in this competency. Seen as subject matter expert.
Advanced	Fully capable and experienced. Competency is consistently observed. Needs no assistance to complete tasks.
Proficient	Capable and experienced. Competency is frequently observed. Able to work independently with little help.
Developing	Limited in ability or knowledge. Competency is occasionally observed. Is capable of using competency with coaching and support in routine situations.
Not Demonstrating	Competency is seldom or never observed. Does not demonstrate this competency at the expected level even with available assistance or direction from others.

Responsibilities

Achieved Outstanding Results	Performance is superior, far above what is required. Employee consistently exceeds highest standards. Employee has demonstrated exceptional job mastery in all major areas of responsibility. Achievement and contributions to the organization are of marked excellence.
Achieved More Than Expected Results	Performance is consistently above normal expectations and standards. Most goals, objectives and targets were achieved above the established standards.
Achieved Expected Results	Performance met expectations in terms of quality of work, efficiency and timelines. Critical goals were met. Performance is consistent with what is expected and considered acceptable. Demonstrates techniques and procedures necessary for efficient job performance.
Partially Achieved Expected Results	Performance is generally below the minimum requirements for the job. One or more of the critical goals were not met. More guidance, development, or training may be needed to improve performance.
Expected Results Not Achieved	Performance does not meet minimum job requirements. Reasonable progress towards critical goals was not made. Significant improvement is needed in one or more important areas. Lack of improvement may result in disciplinary action.
Not Rated	Action on this responsibility was deferred due to circumstances beyond the control of the employee.

Overall

Achieved Outstanding Results	Performance is superior, far above what is required. Employee consistently exceeds highest standards. Employee has demonstrated exceptional job mastery in all major areas of responsibility. Achievement and contributions to the organization are of marked excellence.
Achieved More Than Expected Results	Performance is consistently above normal expectations and standards. Most goals, objectives and targets were achieved above the established standards.
Achieved Expected Results	Performance met expectations in terms of quality of work, efficiency and timelines. Critical goals were met. Performance is consistent with what is expected and considered acceptable. Demonstrates techniques and procedures necessary for efficient job performance.
Partially Achieved Expected Results	Performance is generally below the minimum requirements for the job. One or more of the critical goals were not met. More guidance, development, or training may be needed to improve performance.
Expected Results Not Achieved	Performance does not meet minimum job requirements. Reasonable progress towards critical goals was not made. Significant improvement is needed in one or more important areas. Lack of improvement may result in disciplinary action.