<table>
<thead>
<tr>
<th>Behaviors recognized as role model for Staff and/or Leadership Skills for Success:</th>
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</tr>
</thead>
<tbody>
<tr>
<td>• Engagement and team contributions exceed expectations</td>
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</tr>
<tr>
<td>• Cultivates relationships and engages others, promotes cooperation and a welcoming environment for all</td>
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</tr>
<tr>
<td>• Is flexible, creates new approaches, adapts to change and helps others adapt.</td>
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</tr>
<tr>
<td>• Consistently seek and provide others with productive feedback</td>
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</tr>
</tbody>
</table>

Inconsistent in delivering results:

- Varies in reliability of meeting job standards
- In some situations, struggles to keep up with pace and demand of position
- Irregular communication surrounding job responsibilities

Successful Behaviors, Results Inconsistent / Needs Improvement

- Behaviors successfully demonstrate Staff and/or Leadership Skills for Success:
  - Engagement and team contributions meet expectations
  - Demonstrates the ability to work well with others
  - Is flexible and adapts to change
- Inconsistent in delivering results:
  - Varies in reliability of meeting job standards
  - In some situations, struggles to keep up with pace and demand of position
  - Irregular communication surrounding job responsibilities
- Improvement needed in delivering results:
  - Lacks reliability in meeting job standards
  - Does not act to identify opportunities and recommendations to make changes and deliver effective results

Successful Behaviors and Results

- Behaviors successfully demonstrate Staff and/or Leadership Skills for Success:
  - Reliably meets job standards
  - Supports and teaches others
  - Continuously improving, problem solver
  - Consistent and timely communication around job responsibilities

Successful Behaviors and Results Matrix

<table>
<thead>
<tr>
<th>Behaviors inconsistently demonstrate Staff and/or Leadership Skills for Success:</th>
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</thead>
<tbody>
<tr>
<td>• Inconsistently exhibits courtesy, respect, compassion and empathy; is less understanding or accepting of others</td>
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<td>• Disrupts others’ work and shows lack of focus/interest in their own work</td>
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</tr>
<tr>
<td>• Displays negative attitude; fails to understand how their behaviors impact others</td>
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</tbody>
</table>

Fails to be successful in delivering results:

- Does not meet job standards
- Ineffective learning or adequate improvement as required
- Resists opportunities and challenges and fails to show initiative to make changes

Fails to be Successful in Behaviors and Results*

- Requires Performance Improvement Plan

Successful Results, Behaviors Inconsistent / Needs Improvement

- Behaviors successfully demonstrate Staff and/or Leadership Skills for Success:
  - Successful in accomplishing results:
    - Reliably meets job standards
    - Supports and teaches others
    - Continuously improving, problem solver
    - Consistent and timely communication around job responsibilities

Inconsistent Behaviors and Exceptional Results

- Behaviors inconsistently demonstrate Staff and/or Leadership Skills for Success:
  - Exceptional in accomplishing results:
    - Works consistently at a superior level in most aspects of position
    - Initiates improvement, effective and focused problem solver
    - Inspires others to higher performance
    - Achieves results under challenging circumstances and changing environments, big picture focused

Exceptional in accomplishing results:

- Behaviors successfully demonstrate Staff and/or Leadership Skills for Success:
  - Works consistently at a superior level in most aspects of position
  - Initiates improvement, effective and focused problem solver
  - Inspires others to higher performance
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Exceptional Behaviors and Successful Results

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Exceptional Behaviors and Results Matrix