

Five-Point Rating Scale › How performance is assessed

- **Consistently Exceeds Expectations:** Exceptional performance. Planned objectives were achieved well above the established standards and accomplishments were achieved in unexpected areas.
- **Meets All, Exceeds Some Expectations:** Consistently meets or exceeds established standards. All requirements were met and objectives were achieved.
- **Meets Expectations:** Job requirements were met and planned goals accomplished within established standards. There were no critical areas where accomplishments were less than planned.
- **Meets Some but Not All Expectations:** Performance in one or more critical areas did not meet expectations. Not all planned objectives were accomplished within the established standards and some responsibilities were not completely met.
- **Does Not Meet Expectations:** Does not meet minimum job requirements. Responsibilities are not met and important objectives have not been accomplished. Needs immediate improvement.

Evaluation Criteria for All Staff › Applies to everyone

Understand UAB

- I have read and familiarized myself with the UAB's mission, vision, and shared values and demonstrate these values in my work and all interactions.

Achieve Results

- **Job knowledge and skills:** Consistently fulfills performance expectations by meeting productivity, efficiency and quality standards. Develops and enhances relevant skills. Stays aware of current developments in discipline or specialty area.
- **Service quality:** Effectively meet and manage stakeholder and colleagues' expectations. Keeps commitments, meets deadlines and ensures satisfaction with results.
- **Problem solving/innovation:** Takes ownership of problems and proposes solutions. Proactively seeks ways to improve processes and increase efficiencies. Open to new ideas and encourages others to offer suggestions.

Build Relationships

- **Communication:** Conveys key messages, written and verbal, with consistency and clarity. Uses the appropriate medium to effectively convey information. Intentionally builds trust by demonstrating respect for others.
- **Listening:** Actively listens for understanding through asking effective questions. Acknowledges other's ideas, concerns and feelings.
- **Teamwork:** Supports team goals and works with others to accomplish team objectives. Acknowledges and leverages the strengths of others. Works toward sharing knowledge and information for the benefit of the team. Open to different perspectives and ideas.