PERFORMANCE EXPECTATIONS

These are some of my thoughts regarding performance and what is important to me. I have phrased these as questions as these are the questions I ask myself as I review performance. I thought it would be good to share these with you now so you will have a better understanding of my expectations. I realize these imply a high standard and I am sure that you hold similar high expectations of yourselves. These are not in any priority order, they are all important.

Do you take a big picture view of things or do you work within the scope of the position description? Do you aggressively look towards areas outside your own to see where you can contribute – how your work fits in?

Are you constantly, persistently seeking ways to improve the quality of every thing that you do?

Do you fulfill the true intent of your job responsibilities or do you focus on only one or two aspects of the position or on established goals only?

If you miss an established goal did you communicate it in a timely fashion and were there good reasons?

Do you participate as a team member or do you stand aloof – not just within our department but cross-departmentally as well?

Do you anticipate problems and opportunities?

What is your work style – do you get things done, but at the expense of others along the way, or, do you win the hearts and minds of the people that you worked with?

Do you review work, procedures, decisions to look for the “second” right answer, or do you repeat what you have learned from the past? Not just creative problem solving but continually challenging self to improve upon past accomplishments.

Do you understand the competitive position of the company and know how your work supports the external customer?

Since we are a support function, do you know who your internal customers/clients are, and do you base your actions on their expectations and needs? Do your customers feel that you are truly on their side?

Are you cost conscious? Do you ask if it really needs to be done, and what is the most cost efficient way of doing it without losing quality? Do you treat the company finances as if they were your own?

Are you willing to confront people issues and constructively resolve conflict?