**2019-20 Performance Plan**

Employee: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ CWID \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Please print clearly)

Supervisor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_CWID \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Please print clearly)

Employee Job Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Department: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date this performance plan was completed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signatures:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor Date

*Be sure to complete the Performance Plan Certification form, sign, and send that* ***ORIGINAL*** *form to the Human Resources Department. This page remains with the Performance Plan.*

**----------------------------------------------------------------------------**

Describe and define performance standards for each Core Competency below. A standard must be set both for Meets Expectations and for Exceptional Performer ratings. Please also include the following statement in your plan (it may be modified to fit your needs):

*The following applies to the entire document. The performance standards contained in this performance plan reflect guidance and intent for the evaluation of performance at the “Meets Expectations” or “Exceptional Performer” levels. They are not to be interpreted as fully inclusive but simply to convey a “sense” of the performance needed. Sub-standard performance of a significant or ongoing nature, but not listed in the performance standards, can result in a “Needs Improvement” rating*.

**Accountability:** *The degree to which the employee’s work behaviors demonstrate responsible personal and professional conduct, which contributes to the overall goals and objectives of Mines.* The employee knows and adheres to attendance, leave and other relevant policies, procedures, rules and regulations; displays a positive attitude, conveys a positive image of Mines, and

encourages others to do well; takes the initiative to improve professional growth; is motivated, flexible, and committed to performing high quality work; demonstrates high standards of ethical conduct; etc.

If there are any modifications to the above content, list those here:

To Meet Expectations on Accountability, the employee’s work must demonstrate and meet the following standards:

To rate Exceptional Performer on Accountability, the employee’s work must demonstrate and meet the following standards:

**Interpersonal Relations:** *The degree to which the employee interacts effectively with others to establish and maintain smooth working relations.* The employee develops and maintains effective, professional relationships; gains confidence and trust; considers and responds tactfully to the needs of others; takes personal responsibility for own words and actions; respects the opinions of others; etc.

If there are any modifications to the above content, list those here:

To Meet Expectations on Interpersonal Relations, the employee’s work must demonstrate and meet the following standards:

To rate Exceptional Performer on Interpersonal Relations, the employee’s work must demonstrate and meet the following standards:

**Job Knowledge:** *The degree to which the employee is skilled in job-specific knowledge that is necessary to provide the appropriate quantity and quality of work in a timely and efficient manner.* The employee meets work standards, schedules, and deadlines; demonstrates efficiency in completing duties; sets priorities, is motivated; makes sound, well-informed, objective decisions; resolves problems; makes continuous improvements and takes on additional duties as needed.

If there are any modifications to the above content, list those here:

To Meet Expectations on Job Knowledge, the employee’s work must demonstrate and meet the following standards:

To rate Exceptional Performer on Job Knowledge, the employee’s work must demonstrate and meet the following standards:

**Customer Service:** *The extent to which the employee works effectively with internal and external customers and/or clients to satisfy their service/product expectations.* The employee demonstrates a knowledge of products and services; gets the customer’s input; assesses their needs; focuses on finding solutions and/or offers alternatives; responds to requests for information, products, or services promptly, courteously, and effectively; etc.

If there are any modifications to the above content, list those here:

To Meet Expectations on Customer Service, the employee’s work must demonstrate and meet the following standards:

To rate Exceptional Performer on Customer Service, the employee’s work must demonstrate and meet the following standards:

**Communication:** *The degree to which the employee effectively communicates by actively listening and sharing relevant information with co-workers, supervisor(s), and clients so as to anticipate problems and ensure the effectiveness of Mines.* The employee keeps co-workers, supervisors, and customers informed; actively listens; provides clear instructions and expectations; and communicates effectively orally and in writing in a manner that is well organized, appropriate, and courteous; etc.

If there are any modifications to the above content, list those here:

To Meet Expectations on Communications, the employee’s work must demonstrate and meet the following standards:

To rate Exceptional Performer on Communications, the employee’s work must demonstrate and meet the following standards:

Used only if the employee supervises others.

**Supervision/People Management:** The degree to which the supervisor assigns work, develops deadlines, and provides ongoing feedback; demonstrates leadership by promoting teamwork, diversity, and cooperation; provides opportunities and gives recognition; clarifies and communicates performance expectations; provides ongoing behavioral feedback and annual performance appraisals; exercises discipline and resolves conflict fairly and constructively; trains, coaches, and develops subordinates; delegates responsibility as appropriate; etc.

If there are any modifications to the above content, list those here:

To Meet Expectations on Supervision/People Management, the employee’s work must demonstrate and meet the following standards:

To rate Exceptional Performer on Supervision/People Management, the employee’s work must demonstrate and meet the following standards:

# ----------------------------------------------------------------------------

**Individual Performance Measure #1:** (Describe the first IPM here.)

To Meet Expectations on IPM #1, the employee’s work must demonstrate and meet the following standards:

To rate Exceptional Performer on IPM #1, the employee’s work must demonstrate and meet the following standards:

**Individual Performance Measure #2:** (Describe the second IPM here.)

To Meet Expectations on IPM #2, the employee’s work must demonstrate and meet the following standards:

To rate Exceptional Performer on IPM #2, the employee’s work must demonstrate and meet the following standards:

**Individual Performance Measure #3:** (Describe the third IPM, if needed, here.)

To Meet Expectations on IPM #3, the employee’s work must demonstrate and meet the following standards:

To rate Exceptional Performer on IPM #3, the employee’s work must demonstrate and meet the following standards:

If more IPMs are needed, insert them here.

# ----------------------------------------------------------------------------

**OVERALL PERFORMANCE RATING** -- Describe how the ratings on the above Core Competencies and IPMs will be combined to equal an Overall Performance Rating of:

Meets Expectations:

Exceptional Performer: