Examples of Employee Performance Standards

* Meeting Expectations
  + Identify baselines for measuring performance results by setting *SMART* objectives and standards which help to define expected results between the employee and supervisor
    - *Specific*
    - *Measurable*
    - *Attainable*
    - *Relevant*
    - *Timely*
  + Employees meet expectations by establishing goals and standards with his/her supervisor and by completing or working toward those set goals
    - Standards and goals are best expressed and measured through:
      * Quantity
      * Quality
      * Timeliness
      * Effective use of resources
      * Effects of effort
      * Manner of performance
      * Method of performing assignments
  + Standards and expectations vary so it’s best to talk it out between employees and supervisors so everyone is on the same page and understands what is expected of them
* Developing
  + Effective when developmental needs are evaluated and addressed
  + Developing is best described as increasing the capacity to perform through training, giving assignments that introduce new skills or higher levels of responsibility, improving work processes, or other methods
  + Providing employees with training and developmental opportunities encourage good performance, strengthens job related skills and competencies, and helps employees keep up with changes in the workplace
  + Monitoring and addressing poor performance or work that needs improvement allows employees to always work towards betting themselves and the outcome of their work
  + There is always room to learn and improve for both the employee and the supervisor
* Not meeting expectation
  + As mentioned in the “meeting expectations” category it helps employees and supervisors to lay out what is expected in the job so that performance can be properly monitored to determine whether or not expectations are being met
  + People use different methods to achieve results so it is important to keep an open mind and value unique contributions
  + Supervisors and employees should discuss whether certain standards are realistic and achievable before performance is assessed
    - How and where the evidence about an employee’s performance will be gathered should be identified
  + Overall: define performance standards = tell the employee what a good job looks like
* Standards
* General Office
  + Greets people/answers phone
  + Distributes incoming and prepares outgoing mail
    - Correspondence has friendly orientation and is timely
  + Maintains files and databases with accuracy and keeps them updated on a regular basis
  + Duplicates materials
  + Notifies staff of completed orders
  + Maintains machine, resolves problems and contacts service personnel as needed
* Supervisors
  + Demonstrates knowledge of and is able to apply university and departmental policies and procedures that effect their specific work environment
  + Models desired behaviors appropriate to the work environment, especially punctuality, regular attendance, courtesy, and customer service
  + Demonstrates a flexible leadership style and is able to adjust their behavior as situations vary
  + Provides appropriate feedback and developmental opportunities that lead to improvement on the part of all staff
  + Able to anticipate problems and manages team conflicts quickly and positively
  + Demonstrates an understanding of the relationship between individual, departmental, and university goals
  + Addresses problems with subordinates, resulting in better communication and understanding
* Grant Writers
  + Put philanthropic mission above personal gain
  + Improve their professional knowledge and skills so their performance will better serve others
  + Practice their profession with the absolute obligation to safeguard the public trust
  + Foster cultural diversity and pluralistic values and treat all people with dignity and respect
  + Act according to the highest standards and vision of the organization, and profession and conscience
  + Shall not disclose privileged of confidential information to unauthorized parties
* Lab Assistant
  + Prepares laboratory reagents, cultures and solutions
    - Prepared with extreme accuracy and stored appropriately
  + Washes and sterilizes glassware and equipment
  + Keeps records of research results
    - Records are accurate, neat, and easily interpreted
    - Records are completed within one day of actual experiment