Performance Dimensions In Action

Professionalism

- Is personally trustworthy
- Can be counted on to keep commitments
- Demonstrates high ethical standards
- Maximizes personal and professional strengths
- Embraces challenge, even at risk of failure
- Asks for help when needed
- Stays calm, even under stress
- Can be counted on to maintain confidentiality
- Creates opportunities to personally learn and grow
- Stays up-to-date on work-relevant developments
- Leads by example
- Works for the greater good, not just individual reward
- Communicates with others in a professional and respectful way
- Is articulate when expressing ideas or information
- Is willing to do the right thing, even if not popular
- Has a positive influence on others

Achieving Results

- Takes action to get things done
- Effectively sets priorities
- Effectively organizes work and resources
- Demonstrates technical/professional expertise
- Is articulate when expressing ideas and information
- Puts customer needs first
- Holds self and others accountable
- Uses time/City resources wisely
- Effectively anticipates and solves problems
- *Communicates clear expectations**
- *Provides constructive feedback without creating defensiveness**
- *Takes time to coach employees to help them improve job performance*
- *Addresses performance issues in a timely way**
- *Reinforces safe work practice**

Teamwork

- Connects with others at a personal level
- Openly shares information & expertise that others need
- Asks others for input on decisions that affect them
- Helps others feel valued and appreciated
- Encourages different ideas and perspectives
- Collaborates effectively across boundaries
- Challenges others to stretch beyond current abilities
- Makes others feel listened to and respected
- Is willing to confront disrespectful behaviors in others
- Encourages respect for individual differences
- Resolves conflict effectively
- *Clarifies team roles and responsibilities**
- *Provides feedback for development, not criticism**
- *Communicates trust in staff**
- *Makes a point of praising positive performance**

Forward Thinking

- Identifies opportunities for improvement
- Takes time for after-action reviews to identify lessons learned
- Is willing to let go of what no longer works
- Is open to innovative solutions
- Actively supports change initiatives
- Takes calculated risks
- Engages others in discussions on how to meet changing needs in the City and community
- Builds strategic partnerships and alliances
- Anticipates long term needs and priorities
- Takes into account how actions may impact others now and in the future
- Stays current with developments in functional area
- *Encourages staff to move out of their comfort zones try new and more effective ways to work**

*Supervisory or Team Leadership behaviors