

## RESULTS ORIENTATION

Consistently delivers required business results; sets and achieves achievable, yet aggressive, goals; consistently complies with quality, service and productivity standards and meets deadlines; maintains focus on agency goals.

NEEDS IMPROVEMENT	MEETS EXPECTATIONS	EXCEEDS EXPECTATIONS
<b>Goal Setting</b> Sets goals that are either too easy or too difficult or does not set goals.	Establishes clear and specific goals.	Generates commitment and enthusiasm from others to set and achieve challenging goals and objectives.
<b>Overcoming Obstacles</b> Makes little effort to resolve problems or overcome obstacles or to find alternative methods to accomplish tasks.	Finds ways to overcome challenges and obstacles so that assignments are completed and goals are met.	Nimble navigates problems and obstacles, even when complex and unique circumstances occur.
<b>Solution Focus</b> Loses focus or gives up before problems are solved.	Maintains focus until a viable solution can be found.	Takes responsibility for solving problems and works diligently to find the most effective solutions when problems are encountered.
<b>Quality, Service and Productivity</b> Shows little concern for work. Fails to meet quality, service and productivity standards.	Takes pride in work and encourages others to do the same. Effectively balances quality, service, and productivity.	Carefully monitors and takes pride in the quality of own work and the work of others. Continuously searches out and acts upon opportunities to improve quality, service and productivity.
<b>Follow-through/Evaluation</b> Does not evaluate the effectiveness of solutions to problems.	Checks results to make sure solutions were effective and takes action if resolution has not been accomplished.	Takes initiative to contact customers or research effectiveness of solutions and continues to try new solutions until desired results are achieved.