

## TECHNICAL/FUNCTIONAL EXPERTISE

Demonstrates and effectively applies depth and breadth of knowledge and skill in a technical or functional area.

NEEDS IMPROVEMENT	MEETS EXPECTATIONS	EXCEEDS EXPECTATIONS
<p><b>Depth</b> Does not demonstrate the fundamental working knowledge required to exert a technical or functional role successfully.</p>	<p>Participates as a competent technical practitioner in a particular technical or functional field.</p>	<p>Consistently applies expert knowledge and skill in all work activities; known and respected by customers and colleagues as an expert in a particular technical or functional field; actively develops expert successors in the organization.</p>
<p><b>Breadth</b> Limited knowledge of relevant and applicable technical or functional topics outside of immediate area of practice.</p>	<p>Maintains a working knowledge of a select range of technical or functional topics applicable and relevant to the organization.</p>	<p>Maintains a thorough working knowledge of a broad range of technical or functional topics applicable and relevant to the organization including emerging issues, new technologies and discoveries.</p>
<p><b>Application</b> Struggles to address technical or functional issues; has difficulty communicating technical or functional issues to others.</p>	<p>Competently addresses technical or functional issues as they arise; communicates technical or functional issues and resolutions in understandable fashion.</p>	<p>Anticipates and creatively addresses the most difficult technical or functional issues in advance; guides customers and colleagues with expert knowledge and communication.</p>