

PERFORM model



PROACTIVE	ENGAGED	RISK TAKING	FAIR AND ETHICAL	OPEN COMMUNICATION	REWARDS AND RECOGNITION	MEASURABLE RESULTS
Take initiative to develop creative solutions.	Are passionate and excited about their work.	Admit their mistakes and learn from them.	Trust and respect each other.	Work is an open-door, non-secretive environment.	Rely on a credible performance system.	Work goals are specific, measurable, realistic, relevant and time bound.
Define own performance goals; make continuous learning and development a priority.	Seek and embrace challenging assignments.	Know that change is constant and embrace it.	Know that hiring and promotion decisions are made impartially.	Have easy access to relevant and timely information through multiple mediums.	Are recognized and rewarded for excellent performance.	Use quantifiable metrics to rate performance.
Stay alert to external changes that could have organizational impact.	Consistently deliver quality products and services that exceed customer expectations.	Have confidence in their actions even when others do not share same idea.	See evidence that there will be consequences for poor performance.	Build bridges rather than silos; capitalize on synergies and align.	Perceive pay and benefits to be competitive.	Give and receive ongoing honest and specific performance information.
Build strong partnerships within the organization.	Assure job responsibilities match skills and interests.	Encouraged to leave their comfort zone.	View management as credible, competent and trustworthy.	Receive coaching and support when needed.	Receive awards they personally value.	Assess internal and external customer satisfaction.
Proud of, and advocates for the organization.	Understand how they fit in the big picture and are sure they make a difference.	Always looking for new and better ways to do things.	Have equal opportunities for training and advancement.	Remain open to opposing views; work cooperatively with others.	Know that ideas are valued and considered.	Focused on achieving the organization's vision.

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