



Engage | Learn | Improve

# School District of Menomonee Falls High Performer Rubric

Performance Excellence Standards	Below Standard	Meets Standard	Above Standard
Knowledge and Competence	<p>Demonstrates little or no ownership in improving performance.</p> <p>Demonstrates performance that is below expectations.</p>	<p>Takes ownership to improve performance.</p> <p>Demonstrates solid performance for job responsibilities.</p>	<p>Demonstrates high commitment to continuous professional development for self and organization.</p> <p>Demonstrates consistently high performance for job responsibilities.</p>
Teamwork	<p>Fails to productively participate in team processes to solve problems. Does not commit to team decisions.</p> <p>Little or no interest in improving team or organization. Points out problems in a negative way.</p>	<p>Works with others in a supportive manner by being dependable, trustworthy and flexible in helping to achieve goals.</p> <p>Helps team members and customers feel valued by recognizing and celebrating success of the team.</p>	<p>Actively engages and demonstrates leadership with problem-solving and implementing solutions to achieve goals.</p> <p>Demonstrates high commitment to making things better for customers, team members, and the organization as whole.</p>
Customer Care and Respect	<p>Does not consistently accept or respond to feedback in a positive manner.</p> <p>Fails to consistently display positive attitude toward others.</p> <p>Does not maintain confidentiality or respect privacy.</p>	<p>Serves (internal/external) customers in a kind and friendly way by listening and responding with customer focused solutions.</p> <p>Display a positive and empathetic attitude toward others, and maintains confidentiality and respect privacy at all times.</p>	<p>Anticipates and proactively serves (internal/external) customers in a kind and friendly way by listening and achieving customer focused solutions.</p> <p>Models and coaches others to rebuild and sustain a positive and empathetic attitude, and maintains confidentiality and privacy at all times.</p>
Continuous Improvement	<p>Points out problems in a negative way. Fails to consistently use tools/tactics to solve problems and improve processes.</p> <p>Fails to demonstrate commitment or seek feedback to improve performance.</p>	<p>Regularly uses tools/strategies/ tactics to improve professional and team performance.</p> <p>Demonstrates commitment, seeks feedback, and uses the feedback to adjust/improve processes and team results.</p>	<p>Proactively engaged in improving processes and solving problems within teams and the organization.</p> <p>Consistently seeks to improve processes and performance</p> <p>Leading process improvement, demonstrates commitment to both team and organizational improvement.</p>
Communication	<p>Fails to consistently communicate in a positive and friendly manner.</p> <p>Demonstrates we/they behavior. Blames others and does not seek to understand other's perspectives.</p> <p>Speaks in a manner that is not understood by the listener.</p> <p>Fails to respond in a timely manner to phone calls and emails.</p>	<p>Smiles, makes eye contact, and communicates with others in a positive and friendly manner.</p> <p>Listens and communicates with sincerity, honesty, and respect to gain another person's perspective.</p> <p>Speaks clearly using terms that are familiar to the customer.</p> <p>Regularly returns phone calls or emails in a timely manner.</p>	<p>Consistently communicates in a positive, proactive, supportive manner.</p> <p>Actively listens to understand and considers the perspective of others when responding.</p> <p>Speaks in a clear and concise manner using terms familiar to the customer.</p> <p>Consistently returns phone calls or emails in a timely manner.</p>
Professional Accountability	<p>Demonstrates little commitment to the team or organization.</p> <p>Fails to consistently demonstrate a strong work ethic.</p> <p>Consistently fails to follow through with important actions.</p> <p>Fails to look beyond defined roles/responsibilities.</p> <p>Needs monitoring to insure proper actions being taken.</p> <p>Fails to consistently demonstrate responsible use of district resources, time, or money.</p>	<p>Serve as an advocate for your team.</p> <p>Strive to be the best every day and maintain a strong work ethic</p> <p>Is responsible and follows through with important actions</p> <p>Looks beyond defined role to add value</p> <p>Do the right thing even when no one is looking</p> <p>Act as an owner-treat district resources as if they were your own and stakeholders as if they were your family</p>	<p>Serve consistently as an advocate for the team, school, and organization.</p> <p>Consistently demonstrates strong work ethic.</p> <p>Can be consistently counted on to take on important actions.</p> <p>Consistently seeks out new roles and responsibilities to bring value to the organization.</p> <p>Do the right thing even when no one is looking</p> <p>Act as a steward-advocate for and seek out additional resources and/or build capacity within the organization (bright ideas and innovation)</p>