



# PERFORMANCE MANAGEMENT

## Values/Competencies – Behavior Statements

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The performance management process captures the yearlong communications and work performance. The system formalizes the process through goal setting, opportunity for self-review and performance evaluation.

During the goal setting step, managers are asked review the NMU Core Values and Competency Statements below and determine which 1-3 values are most relevant for the employee's success in the position. Note that not every statement is relevant for every position. Discuss the statements with the employee and note them in the performance review under the Values/Competencies tab.

### Community [Collaboration, Customer Focused]

- Collaborates effectively with others
- Builds strong and effective work relationships
- Demonstrates effective customer service with students/ parents/ colleagues/ community members
- Follows through on commitments
- Serves as an effective team member
- Engages in social connection and community building activities and events

### Opportunity [Professional Development, Service]

- Takes advantage of professional development to further their knowledge and skills
- Identifies and develops new partnership opportunities for the University
- Mentors/trains others (students, other employees)
- Actively participates on department/university committees/projects
- Demonstrates broad awareness and understanding of NMU goals beyond their department
- Takes on additional responsibility to increase knowledge and skills

### Rigor [Work ethic, Perseverance, Initiative]

- Demonstrates perseverance to accomplish goals
- Demonstrates strong work ethic in support of the mission and vision of NMU
- Takes initiative in accomplishing goals/work
- Proactively assists others with goals/tasks
- Plans effectively to ensure deadlines are met

### Environment

- Creates solutions that support sustainability
- Encourages and supports green Initiatives and eco-friendly practices
- Demonstrates willingness to learn and promote alternative, sustainable methods of completing tasks/accomplishing work
- Develops partnerships that enhance campus sustainability initiatives

## Inclusion [Values Diversity, Decision-Making, Listening]

- Demonstrates respect for others
- Effectively listens to the ideas and perspectives of others
- Includes broad perspectives in decision-making processes
- Fosters a sense of inclusion and belonging
- Effectively builds trust with their team and/or colleagues

## Connections

- Serves as a role model for others
- Inspires others to perform at their best
- Makes/facilitates effective presentations/meetings
- Builds effective teams
- Works to build connections between NMU and the community

## Innovation [Problem-Solving, Risk-Taking]

- Proactively solves problems
- Develops new and creative ways to accomplish work/tasks
- Develops solutions to create new or more efficient processes/systems
- Takes thoughtful risks to further the mission and vision of department/division/NMU
- Leverages technologies to enhance work or productivity for self or others
- Embraces change as an opportunity to improve skills/service/results

## Wellbeing

- Fosters a culture promoting wellbeing and holistic health
- Participates in wellbeing programs, activities, and events
- Incorporates strategies for building resilience