YES GRIDS

Productive Attitude & Personal Qualities

The Participant:	Exemplary (Exceeds Requirements)	Acceptable (Must Have)	Developing (Has Potential)	Deficient (Counterproductive or Not Engaged)
Demonstrates personal character (honesty, tact, ethics, and integrity) that contributes to a positive and productive work environment.	Consistently leads and encourage others to value high personal character (those items listed in acceptable column)	Accepts responsibility and takes ownership for outcomes	Recognizes when they are responsible	Blames others for mistakes.
				Takes credit for other people's work
	Protects confidential information and assists in preventing breaches of confidentiality	Protects confidential information	Recognizes confidential information, but has difficulty determining who has the right to the information.	Shares confidential information
	Recognizes that laws, regulations and company policies may be out of alignment with current conditions and advocates for change	Complies with laws, regulations and company policies	Is aware of laws, regulations and company policy	Ignores laws, regulations and company policies
	Recognizes contributions and improves organizational values and assets	Performs own work accurately and is truthful about activities to protect organizational values and assets	Admits and discusses with supervisor the inappropriate behavior of having falsified data, lied about activities, or misused organizational assets and reports on others.	Falsifies data, lies about activities, or misuses organizational assets.
Uses work time efficiently and safely while maintaining quality standards.	Takes initiative to find additional work	Consistently on task	Sometimes needs to be reminded to stay on task	Wastes time and resources
	Takes initiative/makes recommendations for quality improvement	Meets quality and quantity production standards	Some effort to meet quality and quantity production standards	No effort to meet quality and quantity standards
	Leads and encourages others to respond to safety hazards (including reporting)	Assesses and responds appropriately to safety hazards (include reporting)	Meets safety standards when brought to their attention	Takes short-cuts relative to safety hazards of which they are aware
Shows courtesy and respect toward others.	Seeks input from others	Values input from others	Is learning to accept input from others	Reacts negatively towards others who provide input
	Values diversity in multicultural environments	Demonstrates culturally appropriate communication skills	Understands culturally appropriate communication skills when brought to their attention	Does not acknowledge diversity in multicultural environments
	Encourages and models appropriate work place manners and etiquette	Consistently practices work place appropriate manners and etiquette	Demonstrates basic manners and etiquette	Lacks basic manners and etiquette
Is willing to learn.	Seeks new opportunities to learn new skills	Is willing to learn new skills	Receptive to improving learning performance	Is reluctant to learn new skills and tasks

People Skills

The Participant:	Exemplary (Exceeds Requirements)	Acceptable (Must Have)	Developing (Has Potential)	Deficient (Counterproductive or Not Engaged)
Is a good team member who relates well to all kinds of people inside and outside the organization?	Puts aside own ambition for benefit of team.	Collaborates and cooperates with others who have different viewpoints.	Allows personal opinions toward team member to undermine team goals.	Refuses to share work, information.
	Defines success in terms of the whole team. (willing to lose the battle to win the war)	Works harmoniously with customers, subordinates, superiors, and peers	Recognizes own negative attitude and attempts to improve	Joins team to ensure failure
	Models (is role model) and rewards (recognizes & thanks) courtesy in others	Shows courtesy and respect towards others	Inconsistently shows courtesy and respect towards others	Makes chronic, negative comments or insults others or conditions in workplace
	Seeks and values opinions of others	Considers opinions of others.	Considers opinions of others in an inconsistent manner.	Inconsiderate of others' opinions
	Seeks out feedback from others	Accepts and gives constructive feedback	Does not accept criticism or feedback well	Refuses to acknowledge feedback
Builds constructive and effective relationships.	Encourages collaboration And assists co-workers and organizations	Works harmoniously with customers, subordinates, superiors, and peers	Makes effort to communicate and attempts to overcome discomfort in new environments	Gossips and makes no effort to develop positive relationships with co-workers
	Listens and asks for clarification courteously	Practices attentive and active listening	Makes an effort to listen	Ignores or repeatedly interrupts speaker
	Accepts personal recognition graciously	Acknowledges and appreciates contributions of others	Recognizes the contributions of others but may not verbalize it	Takes credit for others' work or minimizes others' contributions

Punctuality & Attendance

The Participant:	Exemplary (Exceeds Requirements)	Acceptable (Must Have)	Developing (Has Potential)	Deficient (Counterproductive or Not Engaged)
Arrives at work site/station and performs scheduled activities on time.	Often arrives early and is always on time	Arrives on time 96-99% of the time	Arrives on time 80-96% of the time	Arrives on time 0-79% of the time
	Submits completed projects and tasks before the deadline	Meets deadlines or communicates delays with supervisor prior to the deadline	Communicates personal delays at or after the deadline	Misses deadlines and fails to communicate delays to supervisor
Is prepared for the work day as scheduled by supervisor.	Is consistently a good role model and always appropriately prepared for the job	Is prepared for the job	Changes inappropriate patterns of un-preparedness when counseled by supervisor	Repeats inappropriate patterns of un-preparedness after counseling
	Has additional tools to begin work	Has appropriate tools to begin work	Doesn't have appropriate tools to begin work, but acquires them when counseled by supervisor.	Doesn't have appropriate tools to begin work and does not acquire them when counseled by supervisor.
Observes company policy regarding scheduled and unanticipated absences.	Anticipates agency needs and is a good role model in following the policy and preparing for anticipated absences	Appropriately follows policy and communicates with necessary parties in reporting and scheduling absences	Is aware of policy, but does not consistently prepare or communicate within timeframe prescribed	Disregards policy

Rev. 9.26.03

Critical Thinking & Problem-Solving

The Participant:	Exemplary (Exceeds Requirements)	Acceptable (Must Have)	Developing (Has Potential)	Deficient (Counterproductive or Not Engaged)
Identifies the problem, reviews options and their implications in solving the problem, takes best action to solve problem.	Identifies problem, builds consensus, shared ownership and solicits buy in	Seeks appropriate advice and assistance from co-workers and supervisors in solving problems	Attempts to solve problems without seeking appropriate assistance (help)	Unaware of problem
				Ignores problems
				Doesn't care that there is a problem
	Seeks out additional training and experience to understand problem	Applies education and on-the-job experience to a problem	Occasionally understands application of education and on the job experience to solving problems	Makes no application of education or experience to solving problems
	Suggests solutions or options to solve problem identified by supervisor or that he/she sees	Implements solution under supervisor direction	Randomly selects solution	Waits for someone else to solve problem
	Evaluates results and practices continuous improvement in refining process	Considers the results of the solution applied	Implements solutions without considering results	Rejects suggestions for solving problems
Understands cause and effect and relationships within a system (various levels of organization / system).	Instinctively or proactively recognizes relationships of cause and effect	Able to articulate consequences of actions	Has difficulty seeing and explaining inter-relationships within a system.	Sees relationships in isolation
	Demonstrate ways to improve system (i.e. organizational, mechanical, or operating)	Demonstrate interest in learning components of a system (i.e. organizational, mechanical, or operating)	Little interest in learning components of a system or problem	No interest in learning components of a system or problem
Utilizes logic, research, innovation, future visioning and creativity.	Frequently conceives of improved ways of accomplishing tasks	Is open to new ways to accomplish tasks and solve problems.	Reluctant to change	Resistant to change
				Trapped in routine, same approach ("we've always done it this way.")
	Builds consensus and shared ownership and solicits buy in	Seeks advice and assistance from co-workers and supervisors	Tends to work in isolation without discussing ideas, approaches with others	Solely works in isolation

Time & Resource Allocation

The Participant:	Exemplary (Exceeds Requirements)	Acceptable (Must Have)	Developing (Has Potential)	Deficient (Counterproductive or Not Engaged)
Is dependable and follows through in work assignments to completion.	Asks, "What can be done next?"	Meets deadlines.	Completes work, but late	Ignores assignment
	Anticipates expectations	Verifies expectations for work assignment.	Asks for clarification of expectations.	Rejects expectations
	Anticipate next steps. Recognize parameters for moving ahead on own. Requests permission to move ahead	Reports on progress and status of work assignments	Doesn't report on progress and status of work assignments	Offers excuses for non-performance; shifts blame to others
	Suggests improvement strategies. (Looks for better way)	For the occasional (DEFINE) problem, alerts supervisor about problem, requests extension, describes extenuating conditions AND identifies methods to overcome.	Doesn't consistently report to supervisor about problems, extension, extenuating conditions, and attempts to offer solution.	Hides problems or doesn't report problems
Prioritizes work tasks and responsibilities to meet required deadlines.	Assists others in learning from mistakes and doesn't repeat mistakes	Learns from mistakes and improves	Seldom learns from mistakes	Does not learn from mistakes
	Capable of completing tasks on time and think ahead in meeting work schedules	Recognizes relative importance of tasks and schedules accordingly	Incorrectly prioritizes	Continually fails to prioritize.
			Understands priorities, but struggles to meet them.	
	All responsibilities completed within deadlines and assists others.	All responsibilities completed within deadlines	Completes work, but late	Does not complete work

Business Basics

The Participant:	Exemplary (Exceeds Requirements)	Acceptable (Must Have)	Developing (Has Potential)	Deficient (Counterproductive or Not Engaged)
Understands and supports the employer's organization, mission, goals and services.	Participates in the development of employer's organization, mission, goals and services	Supports employer's mission, vision and goals by participating and contributing in meetings, talks and learns from supervisor, participates in company activities, reads company literature.	Learning about the employer's organization, mission, goals and services	No interest in business, just a paycheck
	Fine representative for business (e.g. role model, youth model, spokesperson)	Interprets, uses and can talk knowledgably about aspects of the business to adults and youth (is articulate)	Has some understanding of aspects of the business to adults and youth	No interest in aspects of business
Provides customer service	Models politeness to customers	Demonstrates being polite, to customers	Inconsistently polite to customers	Impolite to customers
	Models attentiveness to customers	Demonstrates being attentive to customers	Inconsistently attentive to customers	Inattentive to customers
	Models being helpful to customers	Demonstrates being helpful to customers	Inconsistently helpful to customers	Not helpful to customers
Is dressed, and groomed appropriately for the organization.	Consistently models appropriate and safe dress in the work area	Complies with company policy for appropriate and safe dress in the work area	Clothes are inconsistently clean, and inappropriate	Clothes are not clean, are inappropriate and may be distracting to co-workers
	Models appropriate grooming in the work place	Is consistently well groomed in the work place	Does not consistently meet appropriate grooming standards	Grooming is inappropriate to the work place
Understands basic business concepts such as profit and loss and return on investment.	Analyzes and makes recommendations using basic business concepts such as profit and loss, and return on investment	Interprets and uses basic business concepts such as profit and loss and return on investment	Understands basic business concepts such as profit loss/and return on investment May need to shift this to the left	Actions/behavior inconsistent with understanding of basic business concepts
Is conscious of safety in the work area. (see Productive Attitude & Personal Qualities)	Models and helps create a safe environment.	Understands the safety polices and procedures of the company and can use these appropriately when necessary (fire extinguisher, first aide kit, safety equipment, etc.).	Careless about following safety standards.	Deliberately takes chances with safety

Youth Employability Skills

Information and Analysis, Technology & Communication

The Participant:	Exemplary (Exceeds Requirements)	Acceptable (Must Have)	Developing (Has Potential)	Deficient (Counterproductive or Not Engaged)
Demonstrates communication skills necessary to accomplish work (reading, writing, oral communication and listening skills).	If appropriate, has portfolio, letters of reference, resumes that exceed standard process	Complete, accurate, edited, and legible application and resumes	Applications and resumes contain errors, incomplete and not legible	No resume
			Does not follow directions in completing application	Handwriting illegible
				No application
	Responses indicate awareness of business or job responsibilities, cultural or organizational expectations	Appropriate responses for requested information in interview process (job seeking)	Unclear communication	Lack of response
			Unclear responses to questions	Inability or refusal to articulate thoughts
	Takes the initiative to present themselves appropriately according to employers expectations (e.g.: assertively including handshake and eye contact)	Appropriate non verbal communication (dress, eye contact, hygiene, posture)	Inconsistent inappropriate non verbal communication (eye contact, personal space, clothing, attitude issues, etc.)	Inappropriate non verbal communication (i.e. aggressive posture, attitude of entitlement, physical exposure, profanity and suggestive messages, etc.)
	Converses appropriately in different situations	Can converse appropriately	Converses inconsistently	Converses inappropriately in different situation.
	Models suitable grammar skills	Uses suitable grammar skills	Inconsistent in using grammar skills	Does not use suitable grammar skills
	Initiates conversation necessary to help others accomplish their work tasks when appropriate	Initiates conversation necessary to accomplish tasks	Waits for conversation necessary to accomplish tasks to be initiated by others.	Does not engage in conversation necessary to accomplish tasks
Collects and interprets relevant information, organizes and communicate information accurately.	Initiates additional information beyond what is provided and shares with supervisor	Utilizes (identify, interpret, articulate, and apply) information at the worksite (i.e. safety handbook)	Carelessness in processing information resulting in inaccuracies and miscommunications	Does not review information provided
	Offer suggestions to improve the information and communication processes	Compile, organize and communicate information as work tasks require (e.g.: inventory, monthly reports, etc.)	Incomplete information collected and presented	Does not complete tasks or reports as required
	Provide innovative, concise evaluation, analysis and presentation		Unclear reporting	Reports inaccurate information
			Illegible writing	
Selects and uses appropriate industry relevant technology to accomplish work (e.g.: computers, fax, telephone, multimeter, copier).	Offer suggestions for more efficient use and appropriate tools	Analyze assignment and selects appropriate tools	Misuse or incorrect choice of tools	Deliberate misuse or abuse of tools
	Leading others to value role of safety in the work place	Uses tools safely and efficiently to complete work	Unskilled in the proper and safe use of tools	Unsafe use of tools after training

Rev. 9.26.03