

PEP Definitions Out of Unit

Performance Excellence Process (PEP)

Rating Scale

Rating	Description
-- Too New to Rate	Employee is currently on probation or has been in role less than 90 days. More observation required to assess.
1* - Unsatisfactory	Performance does not meet job requirements and is considered unsatisfactory.
2* - Needs Improvement	Meets minimal standards, but falls short of expectations. Needs improvement.
3 - Fully Meets	Fully meets and sometimes exceeds challenging standards, expectations, and goals. Accomplishments show competent skill, ability and effort.
4 - Consistently Exceeds	Consistently exceeds challenging standards, expectations, and goals. Accomplishments show a commendable degree of skill, ability and effort.
5 - Far Exceeds	Consistently far exceeds challenging standards, expectations, and goals. Accomplishments show a stellar degree of skill, ability and effort.

*Supervisors must notify the Department of Employee and Labor Relations (ELR) of any pending performance or behavioral issues.

Core Competencies

Competency	Description
Job Knowledge	Uses knowledge and expertise acquired through education, training, and experience; remains current in field and related technologies and practices; competently performs all duties in the position description.
Service Excellence	Effectively provides expertise and exceptional service to students, faculty, and staff; demonstrates courtesy and respect; shows empathy; anticipates needs and prevents potential problems; works effectively across departments.
Compliance and Accountability	Fully complies with federal, state, local, and University rules, regulations, and policies. Meets all additional role-related compliance requirements, e.g., NCAA Rules and Regulations and Conference USA, FERPA, and HIPAA. Protects the reputation, integrity, and resources of the University; operates in a transparent manner. (For more information regarding compliance requirements, go to https://compliance.fiu.edu/compliance_program.html .)
Communication and Interpersonal Skills	<p>Clearly and accurately expresses thoughts in person, by telephone, and in written forms; messages are concise and logical; exhibits good listening skills; attends to non-verbal cues; understands communication needs of constituents; uses judgment regarding communication.</p> <p>Self-aware; considerate of others; demonstrates fairness to others; maintains a professional demeanor; develops and fosters relationships; remedies mistakes and misunderstandings; avoids incivility; considerate of cultural diversity and individual differences.</p>
Efficiency	Organizes work and sets priorities; provides prompt assistance; manages time effectively; schedules to provide availability, reliability, and convenience; ensures processes are correct and easily referenced.
Management and Leadership <i>(only for managers)</i>	<p>Complies with employment laws and University policies/procedures; makes effective hiring decisions; develops and trains staff; provides regular feedback; manages attendance and schedules; supports professional development; holds people accountable; uses PEP effectively and timely; plans for future needs; provides recognition and rewards.</p> <p>Creates and maintains a safe and positive work environment; aligns work with FIU’s vision and mission and performance metrics; inspires and motivates; models highest standards of integrity and fairness; builds coalitions and collaborates; strengthens leadership skills; walks the talk.</p>