

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	Continuous learner in field and new technologies applicable to position; successfully performs all duties in the position description; ability to see and make connections holistically; creatively integrates different ideas and perspectives.
Service Excellence	Provides exceptional service to students, faculty, staff, peers and the community; demonstrates courtesy and respect; shows empathy and demonstrates emotional intelligence; anticipates needs and prevents potential problems; works effectively within and across units; supports FIU strategic plan, goals, and initiatives.
Compliance and Accountability	Fully complies with federal, state, local, and University rules, regulations, and policies. Complies with goals determined by unit/department; adjusting with management as fiscal year demands dictate. Meets all additional role-related compliance requirements, e.g., NCAA and Conference USA rules and regulations, FERPA, HIPAA. Protects the reputation, integrity, and resources of the University; operates in a transparent manner. For more information about compliance requirements, go to https://compliance.fiu.edu/compliance_program.html .
Communication and Interpersonal Skills	Communicates proactively and effectively; accurately expresses ideas; asks for feedback from others; exhibits good listening skills; develops and fosters relationships; works effectively in teams; remedies mistakes and misunderstandings; avoids incivility; demonstrates ability to view issues through different cultural lenses.
Efficiency	Seeks to optimize available resources, ensure cost containment and reduce duplicative efforts. Uses systems-thinking to see bigger picture; makes connections holistically; leverages technology; organizes work and sets priorities; manages time and resources effectively; improves processes.
Management and Leadership <i>(only for managers)</i>	Provides regular, documented performance feedback (bi-monthly or quarterly or semester); recognizes and rewards outstanding performance; offers developmental assignments; creates a positive work environment; aligns unit goals with FIU strategic goals; inspires and motivates; models integrity; builds coalitions and collaborates; walks the talk.