

Supervisor & Manager

Functional Knowledge and Skills		
Does Not Meet Expectations	Meets Expectations	Far Exceeds Expectations
Does not demonstrate mastery of the skills or knowledge relevant to one's own function or work group.	Demonstrates expertise in skill and knowledge within areas relevant to one's own function or work group.	Helps others become experts within function or work group; readily shares expertise and insights.
Does not consistently apply or contribute to best practices in discipline or specialty area.	Develops and contributes to best practices in discipline or specialty area for the work group.	Is a sought after resource for best practices in discipline or specialty area; leads others in applying best practices.
Seldom serves as a resource for others regarding major developments in discipline or specialty area; does not facilitate sharing of the most current information.	Serves as a resource for others regarding major developments in discipline or specialty area, and facilitates sharing of methods and knowledge.	Encourages others to stay current on developments in discipline or specialty area; creates learning opportunities for sharing trends and latest information.
Seen by customers and team members as lacking functional knowledge and skills.	Consistently regarded by customers and team members as possessing high functional knowledge and skills.	Mentors others on how to exhibit high functional knowledge and skills balanced with professionalism and leadership.