

**IV. Professionalism: *Conducts oneself in a professional manner appropriate to organizational expectations.***

Measurement Criterion	Preliminary Checklist	Core Actions	Level One Novice	Level Two Approaching Proficiency	Level Three Proficiency	Level Four Expert/Leader
IV.A. ADHERES TO ORGANIZATIONAL PROTOCOL RELATED TO BEHAVIOR, APPEARANCE, AND COMMUNICATION.	<p>IV.A.P. Present/Not Present:</p> <ul style="list-style-type: none"> <li>✓ Dresses appropriately for the occasion, following company dress code.</li> <li>✓ Maintains personal hygiene within prescribed guidelines, e.g., piercings, body art, cologne, artificial nails in hospitals.</li> <li>✓ Practices civility in the workplace, e.g., respectful, courteous, tolerant.</li> <li>✓ Respects the personal space of other workers.</li> <li>✓ Adheres to organizational policies regarding customer, client confidentiality.</li> <li>✓ Maintains organizational confidentiality regarding proprietary knowledge, intellectual property.</li> <li>✓ Adheres to organizational policy regarding tools for electronic communication, e.g., email, phone, texting, social media.</li> </ul>	IV.A.-.a. Communicates with technical language	IV.A.1.a. Uses technical language specific to one’s occupation.	IV.A.2.a. Communicates technical information to colleagues in order to maintain flow of work.	IV.A.3.a. Explains technical language (concepts/terms) to those unfamiliar with the field.	IV.A.4.a. Communicates intended messages to various audiences.
		IV.A.-.b. Communicates according to organizational standards	IV.A.1.b. Demonstrates accepted standards of business communication: written, oral, and electronic.	IV.A.2.b. Communicates as necessary to perform routine tasks and solve problems specific to one’s role/job within the organization, e.g. shipping clerk, lab assistant, manufacturing technician.	IV.A.3.b. Communicates problems, concerns, and issues in accordance with organizational policy.	IV.A.4.b. Shapes organizational policy to address communication needs of the organization.
		IV.A.-.c. Satisfies customers	IV.A.1.c. Serves internal and external customers with respect.	IV.A.2.c. Interacts with customers to achieve customer satisfaction.	IV.A.3.c. Engages customers in a manner that reflects company values, policies, and practices.	IV.A.4.c. Models effective customer service practices to coworkers.

**IV. Professionalism: *Conducts oneself in a professional manner appropriate to organizational expectations.***

Measurement Criterion	Preliminary Checklist	Core Actions	Level One Novice	Level Two Approaching Proficiency	Level Three Proficiency	Level Four Expert/Leader
IV.B. MANAGES TIME IN ACCORDANCE WITH ORGANIZATIONAL EXPECTATIONS.		IV.B.-a. Uses time productively	IV.B.1.a. Arrives to work on time.	IV.B.2.a. Completes tasks to meet deadlines.	IV.B.3.a. Combines tasks to increase productivity.	IV.B.4.a. Performs complex tasks with automaticity (“in the zone”).
		IV.B.-b. Balances accuracy and speed	IV.B.1.b. Begins work at scheduled time.	IV.B.2.b. Remains productive during designated work time.	IV.B.3.b. Produces work with a balance of speed and accuracy.	IV.B.4.b. Performs with precision under pressure of time.
		IV.B.-c. Organizes work for the allotted timeframe	IV.B.1.c. Follows supervisor’s directions regarding use of time.	IV.B.2.c. Allocates appropriate time to complete tasks.	IV.B.3.c. Organizes tasks and projects to completion within prescribed timeframe.	IV.B.4.c. Designs work plan for team.
		IV.B.-d. Prioritizes tasks	IV.B.1.d. Maintains focus on work tasks.	IV.B.2.d. Differentiates between high and low priority tasks.	IV.B.3.d. Adjusts priorities to meet emergencies.	IV.B.4.d. Builds contingency plans for potential emergencies.
		IV.B.-e. Collaborates and works alone to deliver on time	IV.B.1.e. Seeks help as needed.	IV.B.2.e. Works on tasks independently.	IV.B.3.e. Collaborates to complete tasks and deliverables within designated timeline.	IV.B.4.e. Coordinates team to produce deliverables on time.
IV.C. REPRESENTS THE ORGANIZATION IN A POSITIVE MANNER.		IV.C.-a. Communicates mission and position	IV.C.1.a. Describes job.	IV.C.2.a. Describes role in organization.	IV.C.3.a. Articulates the mission of the organization.	IV.C.4.a. Develops key messages describing organization mission and goals.
		IV.C.-b. Aligns with organizational values	IV.C.1.b. Speaks positively about the organization at formal and informal occasions.	IV.C.2.b. Articulates organizational values.	IV.C.3.b. Demonstrates organizational values.	IV.C.4.b. Embodies organizational values.
		IV.C.-c. Manages resources to benefit the organization	IV.C.1.c. Recognizes impact of waste on reputation of the organization.	IV.C.2.c. Minimizes waste of resources to preserve organization’s reputation in the community.	IV.C.3.c. Manages use of resources to preserve organization’s reputation in the community.	IV.C.4.c. Maximizes use of resources for good of community.

**IV. Professionalism: *Conducts oneself in a professional manner appropriate to organizational expectations.***

Measurement Criterion	Preliminary Checklist	Core Actions	Level One Novice	Level Two Approaching Proficiency	Level Three Proficiency	Level Four Expert/Leader
IV.C. REPRESENTS THE ORGANIZATION IN A POSITIVE MANNER (CONTINUED).		IV.C.-.d. Communicates core values of the profession	IV.C.1.d. Recognizes core values of one's specific profession.	IV.C.2.d. Describes core values of one's specific profession.	IV.C.3.d. Demonstrates the core values of one's specific profession, e.g., nurse, doctor, lawyer, social worker, teacher.	IV.C.4.d. Embodies the core values of one's specific profession, e.g., nurse, doctor, lawyer, social worker, teacher.
IV.D. PERFORMS ASSIGNED TASKS WITH A "CAN DO" ATTITUDE.		IV.D.-. Performs work with a positive attitude	IV.D.1.a. Accepts assignments with enthusiasm: <ul style="list-style-type: none"> <li>✓ Practices active listening.</li> <li>✓ Suspends judgment until assignment is fully defined.</li> <li>✓ Engages in discussion with supervisor about the assigned work, e.g., asks questions to clarify the assignment.</li> <li>✓ Displays positive body language when assigned task in eye contact, posture, gesture.</li> <li>✓ Uses positive language and tone of voice in interactions about assigned task with supervisor or colleagues.</li> </ul>	IV.D.2.a. Approaches assignments with a sense of purpose: <ul style="list-style-type: none"> <li>✓ Plans for assignments immediately.</li> <li>✓ Adjusts work routine to accommodate changes in assignment.</li> <li>✓ Reprioritizes current work/deadlines immediately.</li> <li>✓ Seeks help as needed.</li> <li>✓ Cooperates with supervisor/colleagues in the completion of assigned tasks.</li> <li>✓ Accepts tasks outside of job description/ current assignments.</li> </ul>	IV.D.3.a. Does what it takes to get the job done: <ul style="list-style-type: none"> <li>✓ Accepts tasks outside of comfort zone.</li> <li>✓ Develops processes that draw upon one's expertise/experience to accomplish assignment.</li> <li>✓ Takes on, voluntarily, additional and/or unanticipated tasks related to the assignment.</li> <li>✓ Completes tasks despite resource constraints, e.g., other people, time, information, materials.</li> </ul>	IV.D.4.a. Expresses passion for one's work: <ul style="list-style-type: none"> <li>✓ Performs unassigned tasks without being told.</li> <li>✓ Performs tasks not specified in one's job description that support the organization's mission and goals.</li> <li>✓ Engages in activities for the good of the organization, e.g., work teams, committees, community service.</li> </ul>

IV. Professionalism: *Conducts oneself in a professional manner appropriate to organizational expectations.*

Measurement Criterion	Preliminary Checklist	Core Actions	Level One Novice	Level Two Approaching Proficiency	Level Three Proficiency	Level Four Expert/Leader
IV.E. BEHAVES IN A WAY THAT DISTINGUISHES BETWEEN PERSONAL AND WORK-RELATED MATTERS.		IV.E.-. Demonstrates respect for personal and professional boundaries	<p>IV.E.1.a. Follows guidelines and expectations that define boundaries between personal and work-related behaviors:</p> <ul style="list-style-type: none"> <li>✓ Conducts personal business outside of work time.</li> <li>✓ Avoids sharing personal details with client/ customer.</li> <li>✓ Adheres to privacy laws relevant to organization.</li> <li>✓ Uses equipment, technology, and resources according to organizational protocol, guidelines.</li> <li>✓ Addresses colleagues, supervisors, and customers according to organizational culture.</li> <li>✓ Avoids rumor, innuendo, personal judgment that impacts negatively on the organization.</li> <li>✓ Refrains from sharing confidential organizational information.</li> </ul>	IV.E.2.a. Integrates into daily work habits organizational policy regarding separation of personal and professional behavior.	IV.E.3.a. Practices personal and professional boundaries consistently in situations both specified and not specified by organizational policy.	IV.E.4.a. Inspires others to act professionally.

**IV. Professionalism: *Conducts oneself in a professional manner appropriate to organizational expectations.***

Measurement Criterion	Preliminary Checklist	Core Actions	Level One Novice	Level Two Approaching Proficiency	Level Three Proficiency	Level Four Expert/Leader
IV.F. PRODUCES WORK THAT REFLECTS PROFESSIONAL PRIDE.		IV.F.-.a. Produces high quality work	IV.F.1.a. Recognizes characteristics of high quality work, e.g. detail, precision, depth.	IV.F.2.a. Connects quality of one's work to one's professional identity.	IV.F.3.a. Demonstrates mastery of skills in the detail, precision, depth required of one's profession to produce high quality work.	IV.F.4.a. Establishes professional identity through consistent high quality work.
		IV.F.-.b. Acts as a team member	IV.F.1.b. Contributes to the success of the team.	IV.F.2.b. Celebrates individual and team accomplishments.	IV.F.3.b. Shares/disseminates individual and team accomplishments.	IV.F.4.b. Produces work that inspires others to excel.
		IV.F.-.c. Performs/ produces with precision	IV.F.1.c. Invites criticism to improve work/ products.	IV.F.2.c. Attends to all details of work/products.	IV.F.3.c. Performs tasks in a manner that meets required levels of precision within the scope of work, e.g., calibrating machines.	IV.F.4.c. Produces distinguished work/ products.
		IV.F.-.d. Continues to develop skills and connections	IV.F.1.d. Identifies with individuals and organizations that set standards for the profession.	IV.F.2.d. Participates in professional development activities.	IV.F.3.d. Builds professional skills and relationships on an ongoing basis.	IV.F.4.d. Obtains additional certifications, licenses, or credentials.
		IV.F.-.e. Takes initiative to improve work	IV.F.1.e. Takes personal initiative within the scope of work.	IV.F.2.e. Incorporates suggestions and criticisms to improve work/product.	IV.F.3.e. Refines finished products to meet or exceed organizational standards.	IV.F.4.e. Demonstrates personal initiative without needing recognition or reward.