

Tips for Choosing Performance Elements (Use 3-7 Elements)

Element	Recommendation
Business Results or Mission Results	For ALL employees– tied to work of the office <ul style="list-style-type: none"> • Might include outreach/coordination actions Could split these between 2 major functions <ul style="list-style-type: none"> • Business Results-Project #1 • Business Results-Project #2
Program Management	Supervisory or senior GS Level
Project Management	Most likely GS 13/14 or below Receptionist/Secretary <ul style="list-style-type: none"> • Timekeeping • Calendars • Greeting Visitors • Preparing Correspondence • Ordering Supplies
Office Management or Office Support	
Mission Support *	Catch-all/miscellaneous area: <ul style="list-style-type: none"> • Complete mandatory training requirements • Attend certain meetings on behalf of the organization • Oral Communication • Written Communication • Presentations
Communication *	
Team Leadership	GS 14 and Below
Individual Contributions to the Team *	Non-supervisory levels
Research and Analysis	As appropriate
Technical Proficiency	If this is a part of the job for which time and effort are expended and considered as part of normal, routine duties
Resource Management	Can be all employees, ensure the standards need to match the grade levels
Customer Service *	All employees, tailored to type of work
Supervision	For all designated supervisors – those who will provide a performance rating for subordinates <u>Recommend this NOT be the Element Title for non-supervisory positions.</u> If needed, use in conjunction with another element above – the other element should be the lead.
Leadership	Ex -Program Manager/Leadership or Business Results/Leadership For Supervisors – recommend use Supervision or Supervision/Leadership/Management
* CR/EEO	Can be tied to those with * above for non-supervisors

Match number of elements to grade/job responsibility (Not senior level with 3 elements or secretary with 7 elements)