

Employee Contribution Self-Assessment

(2/02)

Employee's Name: _____ **SSN:** _____
(Type or Print)

Title/Series/Career Level: _____
(Type or Print)

Organization/Routing Symbol: _____

Manager's Name: _____
(Type or Print)

SCI Cycle Ending September 30, _____

Date Prepared: _____

Self-assessment is optional. If you choose to do so, follow the instructions below.

Instructions:

- **Read the criteria. They are the criteria that supervisors and managers will apply to determine the extent of your contributions. Each criterion contains several specific questions that supervisors will consider when making SCI recommendations and decisions.**
- **Complete the self-assessment section of each criterion. Use bullets. Be concise and explicit.**
- **Submit the self-assessment to your manager.**

Privacy Act Statement: The authority for collecting this information is Public Law 104-50, in which Congress directed the FAA to develop and implement a new personnel management system. The primary purpose for collecting this information is to provide information for managers to consider in making decisions regarding the amount of employees' annual base pay increases under the FAA Core Compensation Plan. The information will become part of your employee performance record, which is part of the Government-wide system of records, OPM/GOVT-2, "Employee Performance File Records." Routine uses of that system will apply as pertinent. The collection of this information is voluntary. Failure to provide information could affect the amount of the annual increase.

Name: _____

<p>Criterion 1. Collaboration: The extent to which an employee's work with others contributes to the productivity and success of the organization.</p>		
<p>Notes. For managers, this criterion covers collaboration with other managers, supervisors, subordinates, and customers. For non-managers, this criterion covers collaboration with peers, managers, supervisors, and customers.</p>		
<p>To what extent does the employee . . .</p>	<p>Expected Level</p>	<p>Highest Level</p>
<p>Deal with and consider the viewpoints of others?</p>	<p>Uses effective interpersonal skill in working with others. Objectively listens to the suggestions and comments of others. Weighs personal objectives against the priorities and needs of others and makes adjustments that best meet the needs of the organization. Demonstrates attention to and understands the concerns of others.</p>	<p>Facilitates resolution of diverse viewpoints. Anticipates conflicts and acts to resolve them. Researches and presents options that encompass the ideas of other members of the group or organization.</p>
<p>Explain recommendations and decisions in a manner appropriate for the audience?</p>	<p>Communication with customers is understandable and timely. Provides clear information that addresses the content and status of the work product. Tailors presentations to the designated customer.</p>	<p>Anticipates questions from a variety of sources. Prepares individual or group positions and develops a means of presentation that effectively advocates decisions.</p>
<p>Provide assistance to others that leads to solutions?</p>	<p>Supplies information, advice and/or support to others in completing assigned tasks. Offers assistance and shares information that will be useful in producing acceptable and complete solutions.</p>	<p>Proactively mentors others and/or seeks out opportunities to share information to optimize efforts of others.</p>
<p>Cooperate with co-workers, supervisors, managers, and customers to maximize output?</p>	<p>Exercises professionalism in interactions with others. Remains calm and professional in tense situations where there may be significant disagreement among parties. Discusses problems openly and manages conflicts constructively so that work is not adversely impacted.</p>	<p>Practices conflict resolution. Looks for innovative ways to resolve conflicts and to assist others in remaining focused on completing work effectively and efficiently. Proactively seeks resolutions that result in win-win situations. Consistently demonstrates that individual interests/goals are subordinate to the goals of the team or organization.</p>

Name: _____

Self-Assessment: Criterion 1. Collaboration

Answer some or all of the questions below to explain how your contributions in the area of collaboration contributed to the success and productivity of the organization. Use bullets. Be concise and explicit.	
To what extent did you deal with and consider the viewpoints of others?	
To what extent did you explain recommendations and decisions in a manner appropriate for the audience?	
To what extent did you provide assistance to others that led to solutions?	
To what extent did you cooperate with co-workers, supervisors, and managers to maximize output?	
Did you make significant contributions not covered above?	

Name: _____

<p>Criterion 2. Customer Service: The extent to which an employee provides products and services that meet the needs of internal and/or external customers and the degree to which products and services are sound and delivered on time.</p>		
<p>Note. All FAA employees, supervisors, and managers have internal and/or external customers. The identity of those customers varies with the nature of products the employees provide, the duties and responsibilities of their jobs, and the missions of their organizations. For managers, this criterion covers delivering the services and products for which the organization supervised is responsible as well as those for which the manager may be personally responsible. For non-managers, this criterion involves delivering services and products for which they are personally responsible.</p>		
<p>To what extent does the employee . . .</p>	<p>Expected Level</p>	<p>Highest Level</p>
<p>Demonstrate knowledge of the customer's business?</p>	<p>Fully understands customer's requirements at the outset of assignments. Builds confidence by asking questions and clarifying requirements. Ensures that requirements are incorporated into final work products and designs.</p>	<p>Continually interacts with customers. Proactively applies knowledge of customer's mission to identify and address fundamental problems and opportunities. Suggests ways to improve customer's products and operations.</p>
<p>Use knowledge of external factors that affect customers?</p>	<p>Uses an understanding of the customer's environment to satisfy current requirements.</p>	<p>Assesses the impact of the customer's environment to tailor products and services to the anticipated needs of the customer.</p>
<p>Identify, address, and assess customer needs?</p>	<p>Explain recommendations and decisions in a manner appropriate for the audience?</p>	<p>Anticipates questions from a variety of sources. Prepares individual or group rationale and develops presentations that effectively advocates decisions and positions.</p>
<p>Use customer feedback?</p>	<p>Listens to, accepts, and acts on customer feedback. Uses feedback to meet customers' needs in a timely and professional manner.</p>	<p>Develops innovative ways to continually solicit and use customer feedback to improve and enhance product design and/or services. Analyzes trends to improve timeliness and quality products and services.</p>
<p>Take a role in ensuring regulatory compliance?</p>	<p>Works with the public and industry to achieve and maintain regulatory compliance. When required to take regulatory action, clearly explains the rationale and actions needed for resolution.</p>	<p>Proactively works with customers to systemically resolve issues and maintain compliance. When taking regulatory actions, ensures that the customer fully understands the rationale and specific areas of non-compliance. Advises and supports the customer in taking steps required for compliance.</p>

Name: _____

Self-Assessment: Criterion 2. Customer Service

Answer some or all of the questions below to explain how your contributions in the area of customer service contributed to the success and productivity of the organization. Use bullets. Be concise and explicit.	
To what extent did you demonstrate knowledge of the customer's business?	
To what extent did you use knowledge of external factors that affect customers?	
To what extent did you identify, address, and assess customer needs?	
To what extent did you use customer feedback?	
To what extent did you take a role in ensuring regulatory compliance?	
Did you make significant contributions not covered above?	

Name: _____

<p>Criterion 3. Impact on Organizational Success: The extent to which an employee successfully sets priorities and completes work that directly affects the ability of his/or her organization to meet its performance objectives and deliver high quality products and services.</p>		
<p>Note. The “organization” referenced in applying this criterion should usually be the employee’s immediate organization (e.g., team, branch, division, etc.). Employees at all levels and in all jobs have the opportunity to contribute to the success of their own organizations, which then contribute to the success of respective lines of business, staff offices, and the FAA. <i>Contributions of employees who perform operational functions and those performing support functions must be considered equally.</i></p>		
To what extent does the employee . . .	Expected Level	Highest Level
Meet quality and/or quantity objectives of the organization?	Demonstrated performance is consistent with expectations. Work is of acceptable quality and quantity, satisfies customer requirements, and meets expectations.	Demonstrated performance usually substantially exceeds expectations. Quality and quantity so exceed what is expected that the employee’s products and services serve as benchmarks for peers and employees of other organizations.
Apply knowledge and skill to the work of the organization?	Applies knowledge and skill sufficient to satisfactorily complete assignments in a timely and professional manner.	Seeks opportunities to improve his/her own capabilities. Applies highly advanced skill and the most current professional knowledge to implement strategies that substantially improve the success of the organization.
Use resources to improve organizational processes?	Effectively uses assigned resources. Performs work in accordance with established procedures. Looks for ways to improve the work of the organization.	Creates new processes/procedures that leverage resources and maximize productivity. Advocates and implements organizational changes that improve organizational performance. Recognizes the impact of external on programs and products and makes appropriate changes.
Manage his or her time?	Continually reviews workload and adjusts priorities to account for changing circumstances while meeting daily program objectives in a timely fashion.	Anticipates events that require modifying work priorities. Develops and implements contingency plans so that products and services are delivered without delay.
Demonstrate professional behavior in support of MWE, safety, security, and organizational objectives?	Conforms to FAA regulations, MWE principles, and safety and security standards by acting with integrity, being accountable, and adhering to all requirements. Actions and communications support the mission of the organization.	Consistently models the highest standards of conduct and support of MWE principles. Sets new standards for excellence, integrity, and accountability. Conduct and behavior are emulated by others. Actions and communications advance the organization to a higher level of accomplishment.

Name: _____

Self-Assessment: Criterion 3. Impact on Organizational Success

Answer some or all of the questions below to explain how your contributions impacted the success and productivity of the organization. Use bullets. Be concise and explicit.	
To what extent did you meet quality and/or quantity objectives of the organization?	
To what extent did you apply knowledge and skill to the work of the organization?	
To what extent did you use resources to improve organizational processes?	
To what extent did you manage your time?	
To what extent did you demonstrate professional behavior in support of MWE, safety, security, and organizational objectives?	
Did you make significant contributions not covered above?	

Name: _____

<p>Criterion 4. Management Leadership: The extent to which a manager or supervisor creates a work environment that results in the delivery of high quality products and services which are timely and within budget. He/she demonstrates a commitment to the value of diversity, Model Work Environment, team development, fiscal responsibility, performance management, and adherence to applicable workplace safety requirements.</p>		
<p>Note. This criterion applies only to managers and supervisors.</p>		
<p>To what extent does the employee . . .</p>	<p>Expected Level</p>	<p>Highest Level</p>
<p>Take an active role in applying MWE principles and practices?</p>	<p>Advocates the principles of MWE and sets a positive example by treating others without regard to background, work style, or location in the organization structure.</p>	<p>Implements innovative ways to further enhance the principles of MWE and to maximize the efficiency of the workplace. Is considered to be an agency MWE leader and advocate.</p>
<p>Uses diversity as an asset in developing programs and solutions?</p>	<p>Seeks to understand all views while developing new programs and initiatives. Listens to and discusses various points of view.</p>	<p>Actively seeks and promotes diverse viewpoints and talents. Creates shared solutions that use diversity to enhance organizational success.</p>
<p>Model and follow government-wide and agency rules regarding safety, security, and ethics?</p>	<p>Understands, complies with, and enforces all applicable regulations and policies regarding occupational safety, health, security, and standards of conduct.</p>	<p>Proactively reviews requirements to devise more effective ways to ensure the safety of the workplace. Models and actively promotes adherence to ethical standards.</p>
<p>Ensure that business needs and objectives are met through effective teamwork?</p>	<p>Encourages team efforts to accomplish program objectives by communicating accurate and current information to employees and other managers. Meets quality standards and deadlines.</p>	<p>Creates an atmosphere where all group members share information, propose and implement solutions to problems, and seek the input of others. Program accomplishments significantly surpass quality, timeliness, and productivity expectations to the extent that the organization is considered to be a benchmark for others.</p>
<p>Effectively manage fiscal resources?</p>	<p>Assures that both long and short-term resource planning reflects the changing needs of the organization and supports decisions that are fiscally sound.</p>	<p>Continually evaluates program efforts and implements less costly, equally effective ways to achieve objectives. Constructively challenges activities and processes that appear to be inconsistent with fiscal responsibility and agency financial goals.</p>
<p>Fulfill performance and workload management responsibilities?</p>	<p>Completes performance management activities on time and actively engages employees in the process. Equitably assigns and monitors workload.</p>	<p>Enhances productivity through a balanced distribution of assignments across the organization. Increases productivity and quality through actively furthering employee's developmental needs and career aspirations.</p>
<p>Apply an understanding of the external environment on the organization?</p>	<p>Uses an understanding of the external environment to satisfy current organizational requirements.</p>	<p>Assesses the external environment and forecasts needs for the organization's products and services. Uses this assessment to deliver current products that exceed expectations and to project and satisfy future customer needs.</p>

Name: _____

Self-Assessment: Criterion 4. Management Leadership

Answer some or all of the questions below to explain how your contributions in the area of management leadership contributed to the success and productivity of the organization. Use bullets. Be concise and explicit.	
To what extent did you take an active role in applying MWE principles and practices?	
To what extent did you use diversity as an asset in developing programs and solutions?	
To what extent did you model and follow government-wide and agency rules regarding safety, security, and ethics?	
To what extent did you ensure that business objectives were met through effective teamwork?	
To what extent did you effectively manage fiscal resources?	
To what extent did you fulfill performance and workload management responsibilities?	

To what extent did you apply an understanding of the external environment on the organization?	
Did you make significant contributions not covered above?	