

AGO AWARD CRITERIA

PERFORMANCE AWARD	EXCELLENCE AWARD
<p>In order to be considered for a Performance Award, the employee must:</p> <p>Demonstrate all competencies, perform all job duties in the PDF, and complete key results expected in the PDP, and</p> <ul style="list-style-type: none"> • Be entirely competent and efficient. • Add significant value to the agency. • Demonstrate insight and view situations from different angles. • Be creative and resourceful in solving problems. • Readily assume additional responsibilities or assignments. • Exhibit the highest ethics. • Achieve success in two or more of the below-listed criteria: <ul style="list-style-type: none"> • Achievement • Professional Conduct • Contribution to Public, Client, and Customer Service • Leadership and Initiative • Process Improvement and Innovation <p>See following pages for criteria description and examples.</p>	<p>In order to be considered for an Excellence Award, the employee must:</p> <p>Sustain high performance, demonstrate all competencies, perform all job duties in the PDF, and complete all and exceed some key results expected in the PDP, and</p> <ul style="list-style-type: none"> • Demonstrate a level of quality that is truly remarkable. • Add extraordinary value to the agency. • Perform effectively under exceptional circumstances. • Have a continual positive effect on the work group. • Be recognized by peers, managers, team members, and others as extraordinary. • Exercise exceptional initiative and tenacity in identifying and accomplishing key tasks and projects. • Exhibit the highest ethics and inspires others to do the same. • Achieve success in three or more of the below listed criteria: <ul style="list-style-type: none"> • Achievement • Professional Conduct • Contribution to Public, Client, and Customer Service • Leadership and Initiative • Process Improvement and Innovation <p>See following pages for criteria description and examples.</p>

ACHIEVEMENT

Performance Award Criteria	Excellence Award Criteria
<p>ACHIEVEMENT: The employee achieves significant success in one or more of the following:</p> <ul style="list-style-type: none"> • Productivity • Contribution to achieving goals, objectives or strategies in the strategic plan • Professional growth and development • Results in cases, projects, or other assignments • Contribution to the knowledge and expertise of a group or individual 	<p>ACHIEVEMENT: The employee achieves extraordinary success in one or more of the following:</p> <ul style="list-style-type: none"> • Productivity • Contribution to achieving goals, objectives or strategies in the strategic plan • Professional growth and development • Results in cases, projects, or other assignments • Contribution to the knowledge and expertise of a group or individual
<p><i>Examples:</i></p> <ul style="list-style-type: none"> ➤ <i>Employee who is a key participant in a working group that successfully implements a new system, process, or technology that makes improvement to the division, the AGO or a client agency.</i> ➤ <i>Employee who maintains regular workload and achieves additional training, completion of a degree, or other program, and uses that new knowledge to demonstrably enhance agency effectiveness.</i> ➤ <i>Employee who makes an important contribution in a matter or action where the outcome results in improved agency policy or administration, saves considerable costs, or improves relationships between governments or agencies.</i> ➤ <i>Employee who has developed such expertise in research, and the employee's skill and expertise is readily shared and relied upon by others both inside and out of the team.</i> ➤ <i>Employee who successfully tested a new system for tracking data and identified issues which were later addressed and implemented for system-wide use.</i> 	<p><i>Examples:</i></p> <ul style="list-style-type: none"> ➤ <i>Employee who handles matters that demand significant work hours while maintaining his or her regular workload.</i> ➤ <i>Employee who leads or designs a new system, process or technology that makes longer term sustainable improvement to the division, the AGO, or a client agency.</i> ➤ <i>Employee who leads or makes a major contribution in a highly visible and contentious matter or action where the outcome results in improved agency policy or administration, saves considerable costs, or improves relationships between governments or agencies.</i> ➤ <i>Employee whose work on behalf of clients, the legislature and stakeholders results in a highly recognized improvement in public protection and safety or agency operations.</i>

PROFESSIONAL CONDUCT

Performance Award Criteria	Excellence Award Criteria
<p>PROFESSIONAL CONDUCT: The employee exhibits strong interpersonal skills and behaviors in communicating and working with teams, colleagues, the public, clients, stakeholders, subordinates, and superiors. He or she demonstrates the highest level of ethics in the use of resources and delivery of services. He or she significantly contributes to morale, diversity, and respect for all. This category can call for the significant exercise of courage, compassion, honesty, cooperation, collegiality, supportiveness, and loyalty.</p>	<p>PROFESSIONAL CONDUCT: The employee exhibits remarkable interpersonal skills and behaviors in communicating and working with teams, colleagues, the public, clients, stakeholders, subordinates, and superiors. He or she demonstrates the highest level of ethics in the use of resources and delivery of services. He or she sets the benchmark for other employees in terms of contribution to morale, commitment to diversity, and respect for all. This category can call for the extraordinary exercise of courage, compassion, honesty, cooperation, collegiality, supportiveness, and loyalty.</p>
<p><i>Examples:</i></p> <ul style="list-style-type: none"> ➤ <i>Employee who communicates with a variety of audiences in such a way that is clear, timely, and persuasive, impacts the thoughts or actions of others, and demonstrates respect and strong listening.</i> ➤ <i>Employee who communicates with the bench, opposing counsel, vendors, customers, or others on a daily and consistent basis in a manner that builds positive relationship within and for the AGO.</i> 	<p><i>Examples:</i></p> <ul style="list-style-type: none"> ➤ <i>Employee who, through the above definition, joins an existing team and is key in reversing poor morale and improving performance.</i> ➤ <i>Employee who carries the work of one or more other employees for an extended period of time who are unable to work at normal capacity due to illness, injury, an extraordinary workload or special project.</i> ➤ <i>Employee who communicates with the bench, opposing counsel, vendors, customers, or others in difficult, stressful, or sensitive interpersonal situations in ways that resolve conflict.</i>

CONTRIBUTION TO PUBLIC, CLIENT, AND CUSTOMER SERVICE

Performance Award Criteria	Excellence Award Criteria
<p>CONTRIBUTION TO PUBLIC, CLIENT, AND CUSTOMER SERVICE: The employee provides strong customer or client service to one or more individuals or significantly contributes to activities that enhance confidence in the AGO.</p>	<p>CONTRIBUTION TO PUBLIC, CLIENT, AND CUSTOMER SERVICE: The employee provides remarkable customer or client service to one or more individuals or provides leadership in activities that enhance confidence in the AGO.</p>
<p><i>Examples:</i></p> <ul style="list-style-type: none"> ➤ <i>Employee who provides a service to the AGO as a whole and is responsive to employees needs, follows through to ensure needs are met, and checks in on a regular basis providing quality customer service.</i> ➤ <i>Employee who takes extra time, effort, and continuous follow-up to ensure consumer complaints are resolved and both consumer and company are satisfied.</i> ➤ <i>Employee who handles a difficult situation where a witness is reluctant to testify in a case by thoroughly explaining the process to the witness, easing their discomfort, and helping the witness to see they are a valuable contribution to the case.</i> ➤ <i>Employee who develops a process for expediting responses to constituents, public, and customers that reduces the overall turnaround time.</i> 	<p><i>Examples:</i></p> <ul style="list-style-type: none"> ➤ <i>Employee who assumes major role on a specific project to improve quality of justice.</i> ➤ <i>Employee who steps-up to handle a strained relationship with stakeholders, constituents, or client and effectively improves working relationship in a way that provides a broad benefit.</i> ➤ <i>Employee who demonstrates a remarkable level of volunteerism, or serves on an AGO, bar, or professional organization committee, that furthers the goals and missions of the AGO or client.</i>

LEADERSHIP AND INITIATIVE

Performance Award Criteria	Excellence Award Criteria
<p>LEADERSHIP AND INITIATIVE: The employee exhibits strong leadership in conducting their daily activities.</p> <p>He or she demonstrates high levels of initiative, independence, resourcefulness, and judgment in accomplishing tasks. This individual usually goes the extra mile to assure that all necessary tasks are accomplished on-time and at a consistently high level.</p> <p>The employee’s reasoning is logical, clear and concise. He or she comes to sound conclusions quickly and acts decisively on them.</p>	<p>LEADERSHIP AND INITIATIVE: The employee exhibits uncommon leadership by motivating and mentoring others to achieve quality results. He or she is able to articulate a vision and inspire staff to achieve improvement and be accountable for results.</p> <p>The employee takes initiative, “stepping up to the plate” when others do not and demonstrates exceptional levels of independence, resourcefulness and judgment in accomplishing tasks.</p> <p>The employee exhibits remarkable skill in marshalling resources to problem solve, in inspiring others to succeed and grow, and in being accountable.</p>
<p><i>Examples:</i></p> <ul style="list-style-type: none"> ➤ <i>Employee who takes the lead on and demonstrates tenacity in driving special programs into division culture (such as wellness, safety, diversity, and collegiality).</i> ➤ <i>Employee who takes the initiative in developing expertise in a new court or administrative process and sharing it.</i> ➤ <i>Employee who successfully leads a workgroup to implement a significant new process or complete a major project.</i> ➤ <i>Employee who volunteers to participate in litigation that is not specific to particular assignment within a division or that cannot be handled by the regularly assigned attorney.</i> ➤ <i>Employee who leads unit in accomplishing work assignments while being short staffed, keeping morale high within the unit.</i> 	<p><i>Examples:</i></p> <ul style="list-style-type: none"> ➤ <i>Employee who takes the lead and demonstrates tenacity in driving special programs into agency culture (such as wellness, safety, diversity, or collegiality).</i> ➤ <i>Employee who takes initiative in developing expertise in a new court or administrative process, sharing it and providing impact on a large scale.</i> ➤ <i>Employee who successfully implements a major system change leading a group of people who initially resist the change.</i> ➤ <i>Employee who turns a poor performing unit with poor morale into a high functioning unit.</i> ➤ <i>Employee who volunteers to manage litigation or to lead a team handling litigation that is not division specific or that cannot be handled by the regularly assigned division.</i> ➤ <i>Employee who leads others in a disaster or emergent situation (e.g. earthquake, hostile employee, or hostile customer).</i>

PROCESS IMPROVEMENT AND INNOVATION

Performance Award Criteria	Excellence Award Criteria
<p>PROCESS IMPROVEMENT AND INNOVATION: An employee makes a significant improvement to a process that results in some significant savings in resources.</p> <p>The employee is a key participant in developing or implementing innovative solutions and continually seeks out opportunities to increase efficiency.</p>	<p>PROCESS IMPROVEMENT AND INNOVATION: An employee makes extraordinary improvement to a process that results in exceptional savings in resources such as time, money, FTEs.</p> <p>The employee proactively develops or implements innovative solutions or makes dramatic long term, sustainable improvements.</p>
<p><i>Examples:</i></p> <ul style="list-style-type: none"> ➤ <i>Employee who develops a form for his or her own use. Employee shares the form with the division and the form subsequently becomes the standard for use in the division.</i> ➤ <i>Employee who is assigned the task of implementing a better process for his or her division, researches and decides on a solution to the division problem, thereby saving time and making the process more efficient.</i> ➤ <i>Employee who takes responsibility to update and revise, as necessary, his or her own position desk book. Employee follows the project through to its publication for use by others.</i> 	<p><i>Examples:</i></p> <ul style="list-style-type: none"> ➤ <i>Employee who leads the effort to redesign a major process or system that results in long term sustainable improvements to the agency or division. Employee surveys stakeholders and incorporates suggestions into the product. He or she also develops the project plan and the skill set requirements, obtains the team members and ensures that the project remains on schedule and within the budget to successful completion.</i> ➤ <i>Employee who gains knowledge through individual initiative, proactively pursuing learning experiences, and uses that knowledge as a key participant in a major project. The employee takes abstract ideas and concepts from the other project team members and builds a reliable, professional and relevant process.</i>