

## Understanding the Accountability and Competency Evaluation “ACE” System:

### ACCOUNTABILITIES

Accountabilities are your assigned duties. Each accountability is a major function area and your guide shows you the tasks and duties that make up each accountability.

### COMPETENCIES

Competencies are the behaviors which are observable, measurable and critical to successful individual performance. These can be things like initiative, teamwork, communication, empathy and attention to detail.

### SELF-EVALUATION; DOCUMENTATION

The purpose of self-evaluation is to gather input from the person who knows your job best: you! The self-evaluation allows you to rate your performance and support the rating with comments. The bottom line is that you should be documenting your own performance throughout the year. Likewise, supervisors should be documenting the performance of their employees throughout the year.

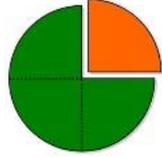
### Here are some tips for documenting performance:

Reflect	Recognize	Record
<p>Reflect on your performance regularly. For some, this might be once a week, for others, once a month. Supervisors should do the same for their employees.</p> <p> <b>Set a reminder to document.</b></p>	<ul style="list-style-type: none"> <li>• Was a required task completed?</li> <li>• Was an obstacle overcome?</li> <li>• Were all the bases covered?</li> <li>• Was excellent service provided?</li> </ul> <p> <b>Be specific &amp; descriptive</b></p>	<p>Create a file or use the ACE document and record the details of the accountability or competency performed.</p> <ul style="list-style-type: none"> <li>☑ Situation</li> <li>☑ Action</li> <li>☑ Outcome</li> </ul> <p> <b>Tip: Create a shortcut on your desktop for even quicker access!</b></p>

# ACES QUICK REFERENCE GUIDE

Bureau of Human Resources  
 500 East Capitol Avenue  
 Pierre, South Dakota 57501  
 605.773.3148  
<http://bhr.sd.gov/>

## Ratings:

Ratings	<b>U</b> Unsatisfactory	<b>I</b> Improvement/ Development Needed	<b>S</b> Successful Performance	<b>E</b> Exceptional Performance
<b>Consistency</b>	<p>Performance in this area was consistently unsatisfactory; <b>significant improvement is required.</b></p> 	<p>This is an area where your performance was inconsistent. <b>Development in this area is encouraged</b> to improve performance.</p> 	<p>You <b>consistently met expectations</b> as stated in your ACE guide and expressed by your supervisor.</p> 	<p>You <b>regularly exceeded expectations</b> for this accountability or competency.</p> 
<b>Sustainability</b>	<p>You consistently failed to meet expectations throughout the review period. This is a <b>pattern of unacceptable performance.</b></p> 	<p>Your <b>performance was hit and miss</b> at meeting expectations. This may be due to learning new tasks or the need to continue to develop your skills.</p> 	<p>You <b>consistently met expectations</b> throughout the review period. You are a <b>solid contributor.</b></p> 	<p>Your performance <b>exceeded expectations more often than not throughout the entire review period.</b> You are a role model.</p> 
<b>Scope</b>	<p>You and your supervisor have met several times and performance is still not acceptable. An act of gross misconduct or an act of physical violence could result in a U rating from a single event.</p> 	<p>You <b>performed a portion</b> of the duties assigned to the accountability. With a competency, you demonstrate appropriate and effective behavior <b>with coaching and reminders.</b></p> 	<p>You performed the full range of duties assigned to the accountability. With a competency, you demonstrate appropriate and effective behavior.</p> 	<p>You performed the accountability in an <b>additional or significant way</b> and demonstrated competency in a way that <b>contributed to the overall benefit of the position as well as the team and possibly the agency.</b></p> 

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## Competencies:

<b>PROFESSIONALISM</b>	Is truthful and dependable, accepts responsibility for actions, maintains confidentiality, acts respectfully towards others, and demonstrates commitment to the organization.
<b>ADAPTABILITY</b>	Adjusts effectively to changing, new, or different situations at work.
<b>ASSERTIVENESS</b>	Demonstrates self-confidence and takes bold action when needed.
<b>ATTENTION TO DETAIL</b>	Attends to all details of assignments and completes work properly, accurately, and thoroughly.
<b>COMMUNICATION</b>	Listens attentively to others and clearly conveys information and ideas.
<b>COMPOSURE</b>	Remains focused in stressful situations and keeps emotions under control at all times.
<b>CONFLICT MANAGEMENT</b>	Deals effectively with others in antagonistic situations and constructively manages or resolves conflict.
<b>CONTINUOUS LEARNING</b>	Actively identifies development needs, takes advantage of development opportunities, and applies newly learned knowledge and skills on the job.
<b>CREATIVITY</b>	Generates innovative ideas and takes calculated risks to help solve problems or make improvements.
<b>CUSTOMER SERVICE</b>	Treats customers courteously and is responsive to their needs.
<b>DECISIVENESS</b>	Exercises sound judgment when making decisions and takes prompt, decisive action.
<b>DEVELOPING OTHERS</b>	Provides training, guidance, and feedback to help others develop specific knowledge and skills needed to perform tasks.
<b>EMPATHY</b>	Relates to others in a respectful and considerate manner, and demonstrates sensitivity towards others' feelings and concerns.
<b>INFLUENCE</b>	Persuades others to support an idea or take a desired action.
<b>INFORMATION SEEKING</b>	Actively seeks, collects, and evaluates information to learn more about issues or events.
<b>INITIATIVE</b>	Displays a high level of effort and commitment towards completing assignments and goals.
<b>ORGANIZATIONAL AWARENESS</b>	Understands the culture, issues, constraints, and power relationships within an organization and uses this knowledge to get things done quickly and effectively.
<b>PLANNING &amp; ORGANIZATION</b>	Sets priorities, schedules activities, acquires resources, and monitors progress to ensure the successful completion of projects and assignments.
<b>PROBLEM SOLVING</b>	Analyzes problems and makes sound recommendations.
<b>RELATIONSHIP BUILDING</b>	Works to build and maintain friendly relationships with people who can, or might someday be able to, provide information, assistance, or support.
<b>TEAMWORK</b>	Works cooperatively with others and promotes a friendly work climate in order to achieve shared goals.
<b>TEAM LEADERSHIP</b>	Builds cohesive teams and provides clear direction and guidance in order to facilitate the completion of team goals.