

About The Employee Performance Continuum

If we were to draw a picture of what employee performance effectiveness looked like, it would look like this 4-square model we call the Employee Performance Continuum. On the vertical axis we have Job Competence, which describes at what level the employee accomplishes his/her responsibilities and goals, along with his/her skill level. The horizontal axis describes behaviors and indicates how the employee conducts himself or herself within the organization. To summarize, Job Competence describes **what** gets done and Behaviors describes **how** the work gets done. We need to provide people with the feedback and support they need to allow them to head towards the upper right-hand corner of the Continuum.

Notes



Job Competence represents the “**what**” that gets done. This includes objectively measurable elements such as job responsibilities, skills and accomplishments.

Behaviors represent **how** the work gets done. This includes interpersonal skills, motivation, tone, approach, teamwork and collaboration, accountability, etc.

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