

FLEXIBILITY

Adapts to change and different ways of doing things quickly and positively; does not shy away from addressing setbacks or ambiguity; deals effectively with a variety of people and situations; appropriately adapts one's thinking or approach as the situation changes.

NEEDS IMPROVEMENT	MEETS EXPECTATIONS	EXCEEDS EXPECTATIONS
Prioritizing Has difficulty quickly adjusting to changing priorities.	Adjusts schedules, tasks, and priorities as necessary to quickly and effectively meet organizational needs.	Anticipates changing priorities and proactively prepares adjustments to schedules, tasks and processes to avoid work interruptions or service declines.
Adapting to Changing Circumstances Does not adapt approach when circumstances change.	Maintains flexibility in approach so that results are achieved even in the face of changing circumstances.	Adapts tactics and breaks down barriers to achieve optimal, timely results regardless of circumstances.
Response to Stress or Pressure Adjusts ineffectively or adopts a rigid approach when under stress or pressure.	Adapts effectively to different situations even when under stress or pressure.	Encourages and helps others to effectively adapt to different situations involving stress or pressure.
Technological or Process Changes Resists technological and process changes and clings to current tools and methods.	Readily accepts new technology and process improvements as tools to improve efficiency or quality of work.	Champions the implementation of technological or process improvements as tools to improve efficiency or quality of work.