

## highmiddlelow<sup>SM</sup> Performer Conversations

### Participant Tool 2: Differentiating Staff Worksheet

Trait	High	Middle	Low
<b>Definition</b>	Comes to work on time. Good attitude. Problem solves. You relax when you know they are scheduled. Good influence. Use for peer interviews. Five Pillar ownership. Brings solutions.	Good attendance. Loyal most of the time. Influenced by High and Low Performers. Wants to do a good job. Could just need more experience. Helps manager be aware of problems.	Points out problems in a negative way. Positions leadership poorly. Master of We/They. Passive aggressive. Thinks they will outlast the leader. Says manager is the problem.
<b>Professionalism</b>	Adheres to unit policies concerning breaks, personal phone calls, leaving the work area, and other absences from work.	Usually adheres to unit policies concerning breaks, personal phone calls, leaving the work area, and other absences from work.	Does not communicate effectively about absences from work areas. Handles personal phone calls in a manner that interferes with work. Breaks last longer than allowed.
<b>Teamwork</b>	Demonstrates high commitment to making things better for the work unit and organization as a whole.	Committed to improving performance of the work unit and organization. May require coaching to fully execute.	Demonstrates little commitment to the work unit and the organization.
<b>Knowledge &amp; Competence</b>	Eager to change for the good of the organization. Strives for continuous professional development.	Invested in own professional development. May require some coaching to fully execute.	Shows little interest in improving own performance or the performance of the organization. Develops professional skills only when asked.
<b>Communication</b>	Comes to work with a positive attitude.	Usually comes to work with a positive attitude. Occasionally gets caught up in the negative attitude of others.	Comes to work with a negative attitude. Has a negative influence on the work environment.
<b>Safety Awareness</b>	Demonstrates the behaviors of safety awareness in all aspects of work.	Demonstrates the behaviors of safety awareness in all aspects of work.	Performs work with little regard to the behaviors of safety awareness.