Definitions for ECHO's Quadrant Performance Grids

1. **Developing** – *(First Quartile)* –
   - In the Developing stage, the staff team member is primarily in learning mode as they build understanding of their position, and the required skills, policies and procedures that apply to their role in addition to the organization’s culture, values, and systems.
   - Requires training and close supervision.
   - Typically very focused on learning and mastering the core responsibilities of their role and is not looking more broadly at the organization as a whole.

2. **Proficient** – *(Second Quartile)*
   - As the individual moves towards proficiency, they are able to complete all basic job functions to standard (with few or no errors/mistakes) on their own and their dependence on their supervisor decreases significantly.
   - Has a handle on all standard operating procedures and policies related to their position (i.e. is “solid” and can do everything that is needed of them in their role, but not yet considered “advanced”).
   - Requires limited supervision, if any, on basic job functions but requires supervisor’s support to respond to any situations out of the ordinary.
   - Understands what is going on within their team and is a contributor at the team level.
   - Primarily focused on executing the core responsibilities in their role but with a little attention given to looking more broadly at the organization as whole.

3. **Advanced** – *(Third Quartile)*
   - At the advanced stage, the staff team member is considered fully competent in all of the core functions of their position without supervision while also making suggestions on ways to improve procedures, policies, functions and/or systems.
   - Other employees informally seek out this individual for advice, direction, and support.
   - May be asked to formally help train newer team members.
   - Uses organization and team values, policies and procedures to respond to out of the box situations.
   - Called in to help solve more difficult situations/problems and can handle them independently.
   - May be asked to assist with special projects for their team or organization.
   - Makes suggestion to improve team and/or organizational systems.
   - May know multiple roles within the organization and can be called upon to assist with functions outside of their current role when needed.
   - Embodies and exemplifies the organization’s values consistently.
   - Understands what is going on within their role, team and organization as a whole.

4. **Excellence** – *(Fourth Quartile)*
   - Looked to by other employees as a model for excellence and leadership in the role.
   - Leads special projects for their team or organization.
   - Makes suggestions on how to improve team and organizational systems and plays a key role in improving these systems.
   - Is asked to step in for their supervisor/level ahead of them when needed.
   - Is regularly ‘taking work off of their supervisor’s desk’.
   - Is training, coaching, and mentoring less skilled team members formally and informally.
   - Knows multiple roles within the organization and can be called upon to assist with functions outside of their current role as needed.
   - Embodies and exemplifies the organization’s values in all that they do.
   - Understands what is going on within their role, team, and organization as a whole.
   - Demonstrates high level of innovation.