

HMH Leader and Team Member* Rating Scale

RATING CATEGORY

DEFINITION



5- Orchestrator of Excellence

Performance far exceeds expectations. Team Member or Leader is recognized as a top performer and considered an excellent resource for guidance, training, and support to others. Demonstrates high-level capabilities and proactively takes on higher levels of responsibility. Consistently works to maximize overall objectives of the department and or HMH. This category is reserved for the Team Member or Leader who truly stands out as a role model and clearly and consistently demonstrates exceptional behavior.



4- Star Performer

Performance frequently exceeds expectations. Team Member or Leader demonstrates a high level of proficiency in the behaviors required for the role and performance is sustained and uniformly high. Demonstrates high levels of effort, effectiveness, and judgment with limited or no supervision. Works to exceed overall objectives of the department and/or HMH.



3- Valued Performer

Performance clearly and fully meets all expectations. Team Member or Leader gets the job done and is someone whose performance is reflective of a fully qualified and experienced individual in this position. Demonstrates consistent effort and sound judgement with moderate level of supervision, though minor deviations may occur. Contributes to the overall objectives of the department and/or HMH.



2- Inconsistent Performer

Performance does not consistently meet all expectations. Team Member or Leader may be working toward gaining proficiency. The need for further development and improvement is recognized and supervision is often necessary. May or may not contribute to overall objectives of the department and/or HMH.



1- Unsatisfactory

Performance is consistently below expectations. Team Member or Leader is not performing to the requirements of the job, and a Performance Improvement Plan (PIP) is likely required. Requires a disproportionate amount of supervision and performance must improve significantly within a reasonable period of time if the individual is to remain in this position. Typically does not contribute to overall objectives of the department and/or HMH.