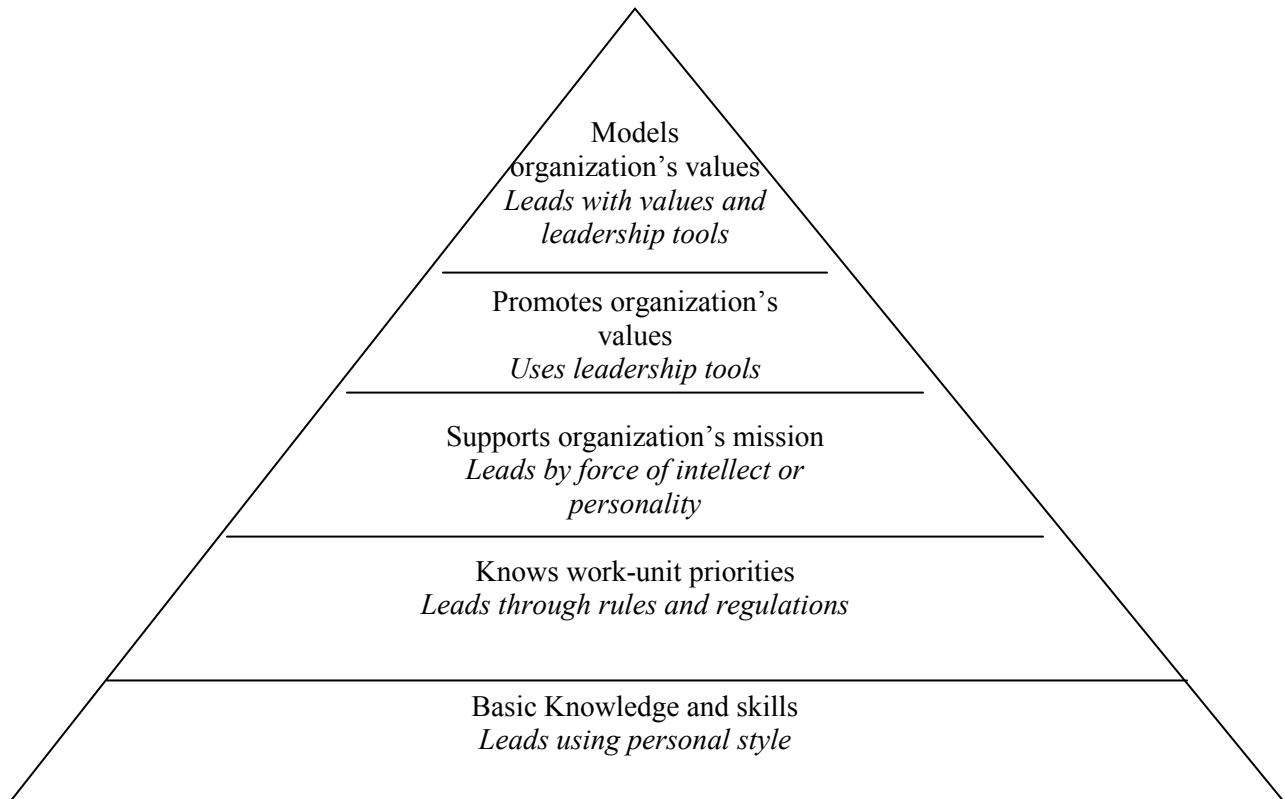


Leadership Hierarchy



1. Basic Knowledge and skills (first 30 days)
 - Has met all the fit for duty requirements
 - Is aware of necessary HR and other regulatory body requirements
 - Has basic knowledge of organization's financial information
 - Has basic understanding of job requirements
 - Knows personal interaction style
2. Knows work-unit priorities (first 30 days)
 - Able to ensure work area compliance with all regulations
 - Aware of any work-unit staff satisfaction issues and programs
 - Clear on and accountable for work-unit goals
 - Knows how to give effective feedback

3. Supports organization's mission (60 days)
 - Experienced in continuous improvement
 - Has leadership development plan
 - Has clear and public work-unit metrics
 - Has operational customer/staff satisfaction plan

4. Promotes organization's values (180 days)
 - Has created (or works from) a work-unit vision and defined individual accountabilities
 - Can form a team and lead it to successful outcomes
 - Can develop direct reports
 - Has improved customer and staff satisfaction scores
 - Has functional continuous improvement in operation

5. Models organization's values (1.5 years)
 - Is assuming a greater leadership role within organization
 - Acts as mentor to other leaders and/or staff
 - Is unleashing leadership in everyone within work-unit