

The **AGD Performance Expectations** outline the capability needs of AGD employees to enable the department to achieve its outcomes in an increasingly complex and changing environment. The Performance Expectations guide consistent performance across AGD at each classification. The AGD Performance Expectations do not replace, but are aligned to the APS Work Level Standards (WLS) and Integrated Leadership System (ILS).

 Creates Solutions	 Demonstrates Agility	 Communicates Effectively	 Leads with Commitment	 Collaborates with Purpose	 Accountable for Quality Outcomes
<ul style="list-style-type: none"> • Generates innovative solutions to problems, producing a range of options for consideration. • Makes recommendations based on rigorous analysis and investigation. • Understands organisational strategy as it relates to team <i>and departmental</i> goals. • Identifies more efficient ways of working, sharing ideas appropriately. • Gathers and critically analyses information from diverse sources to explore ideas and complete tasks. 	<ul style="list-style-type: none"> • <i>Embraces new challenges, applying skills confidently in a range of situations.</i> • Recognises when team priorities have shifted, and adjusts behaviour to suit the new goals. • Demonstrates a flexible approach to work, displaying willingness to explore opportunities as they arise. • Maintains control of emotions, behaving professionally in difficult situations. • Remains engaged and productive during challenging times. • Supports colleagues by remaining focused and constructive during periods of uncertainty. 	<ul style="list-style-type: none"> • Creates opportunities for others to be heard, monitoring verbal and non-verbal cues. • <i>Identifies key stakeholders</i> and tailors communication to meet their needs. • Produces <i>high quality</i>, well-structured documents that are fit for <i>purpose and require minimal editing</i>. • <i>Selects</i> and uses communication channels appropriately and effectively. • Clearly explains <i>complex concepts</i>, ideas and <i>arguments</i> to a range of audiences. • Enters discussions <i>and negotiations</i> with a clear view of the desired outcome(s). • Influences others by presenting a clear and credible rationale, <i>and persuasive counter-arguments</i>. • Listens carefully to the views of others, checking understanding by asking relevant questions and reflecting back key messages. 	<ul style="list-style-type: none"> • Builds corporate knowledge and expertise by guiding, coaching and mentoring others where appropriate. • Accountable for seeing projects and work tasks through to completion as <i>well as for assisting others in own work area</i>. • Understands and acknowledges own expertise and its limits, seeking advice and assistance when required. • Self-evaluates own performance, benchmarking against feedback from supervisor and relevant others. • Understands own strengths and development needs, seeking opportunities for personal development and addressing performance shortfalls appropriately. • Acknowledges and recognises the contributions of others. • Upholds the APS Values, Code of Conduct and Employment Principles. 	<ul style="list-style-type: none"> • Recognises the value of diverse experience, education and backgrounds, seeking input and guidance from others. • Displays sound judgement in <i>responding effectively</i> to stakeholder needs. • Develops internal <i>and external relationships that build awareness and understanding of other parts of the business</i>. • Understands and <i>acts to overcome</i> the barriers to collaboration and produces a range of solutions. • Collaborates effectively within team and with other work areas as required. 	<ul style="list-style-type: none"> • Contributes to planning and resource allocation to ensure achievement of objectives. • Demonstrates awareness of risk <i>and sound judgement</i>, escalating issues appropriately. • Monitors the quality of own outputs and adheres to relevant performance standards. • Manages own time effectively to accomplish tasks, monitoring task completion against milestones. • Effectively prioritises own work in line with team and departmental objectives.