



## Preparing Well Written & Supported Bonus Nominations

### Guidance:

There are three PMP Bonus Criteria; *Sustained Performance Excellence*, *Outstanding Accomplishment* and *Commitment to Teamwork and Collaboration*. An employee can be nominated for one, two or three Bonus Criteria, or none. A bonus nomination is intended to recognize outstanding employee performance and contributions that exceed expectations described in the employee's position description and job standards. A bonus nomination is not intended to reward successful job performance. Review this guidance before preparing bonus nominations.

- Review Job Standards to establish a baseline for work expectations and performance level.
- Consider relevant factors such as grade level, work experience, length of time in position, initiative, scope of responsibilities, work load, special mission challenges, and staffing levels.
- Review all Bonus Criteria and associated Consideration Factors. The Consideration Factors describe outstanding performance that may meet a Bonus Criterion definition and are intended to help clarify meaning and enhance understanding of the Bonus Criteria.
- The Consideration Factors are not requirements and should not be used as a checklist, nor are they an exhaustive list of ways an employee's performance or contributions can meet the criterion definition.
- There are no requirements for an employee's performance to reflect a certain number of considerations factors – or any at all.
- Review all employee performance related input received, such as employee submitted bonus justifications, EOI Closeout feedback, and incentive award narratives.
- The *Sustained Performance Excellence* and *Commitment to Teamwork and Collaboration* Bonus Criteria require demonstration throughout the performance period. Consider performance over the entire performance year and determine whether to nominate the employee for a bonus.

## NONPUBLIC//FDIC INTERNAL ONLY

### Performance Management Program (PMP)

- If a determination is made to nominate the employee for a bonus, identify specific work examples that best correlate to the Bonus Criteria/Criterion.
- Describe key elements of the work accomplished, and the results achieved in the nomination. As often as possible, show the link between performance and results as a way to emphasize and help measure impact and show breadth and scope of the effort.
- Prepare clear, well written and succinct bonus nominations that allow the reader to easily understand how performance exceeded expectations and met the Bonus Criteria.

### **PMP Bonus Nomination Criteria Definitions and Examples:**

- Below you will find the Bonus Criteria and Consideration Factors, and examples of bonus justifications that illustrate the guidance above.
- For illustrative purposes, specific sentences in the body of each narrative have been highlighted, followed by a number in parenthesis.
- The number in parenthesis following a sentence correlates to the Consideration Factor that best aligns with the information contained in the sentence.
- This is an easy way to cross check the examples provided to ensure they reflect the intent of the Criterion.
- Following the bonus justification, primary work examples highlighted in the narrative are summarized and the results of the work are indicated. Showing the link between work performed and the impact, and breadth and scope of the effort, helps further support a strong bonus nomination.

## Bonus Criteria: Sustained Performance Excellence

Employee demonstrated sustained performance excellence throughout the performance year that consistently exceeded expectations for their position and grade level described in the position description and job standards.

### Consideration Factors:

1. Did the employee's contributions to work products consistently produce outcomes and results that exceeded expectations for quality, quantity, or timeliness?
2. Did the employee routinely plan, organize, prioritize, and complete tasks to deliver high-quality information or work products with less supervision than expected?
3. Did the employee consistently achieve high-quality results when faced with challenging time or schedule demands?
4. Did the employee produce high-quality work beyond normal responsibilities or workload, while continuing to successfully accomplish regularly assigned work?
5. Did the employee consistently recommend or develop solutions for addressing challenges or improving quality or efficiency of work?
6. Did the employee consistently identify or anticipate issues or challenges and recommend solutions that resulted in positive outcomes?
7. Did the employee successfully complete work assignments that were more complex or higher level than expected for the position?
8. Did the employee consistently deliver exceptional customer service?
9. Did peers and others formally or informally recognize the employee's performance as consistently exceeding expectations?

Performance Management Program (PMP)

Example Justifications for Sustained Performance Excellence:

<b>Grade 7 - Series 1101</b>	<b>Job Standard: Specialist &amp; Analyst - Program Specific</b>	<b>DRR</b>
------------------------------	--	------------

Mary consistently displayed exceptional performance (1) on all assignments given, whether in the Asset Marketing (AM) department or on Division goals. She completed the remote pre-closing Relationship Review for X State Bank (Architect), and her diligent review of the imaged loan files identified numerous relationships that wouldn't have otherwise been discovered. Mary contributed to the corporate DocuSign project as she developed templates for AM's legal documents (5), thoroughly tested them before distribution to the sale advisors, created job aids for internal and external (advisor) use, and gave a demonstration to Legal on how the process works. She presented a portion of the Bidder Qualification briefing to senior management that was well received as well (9) as prepared the slide presentation. Mary played an instrumental role on the Division Goal 1.1 End-to-End Bank Closing Simulation by assisting with the creation of the Emotional Intelligence web-based training that will be a pre-requisite to the simulations. She also worked with the ORE team to create a curriculum map and micro-simulation, and helped create a SharePoint site for all the documents in the simulation. Mary was always ready and willing to assist co-workers and created several other PowerPoint presentations in addition to the one noted above, such as the Cash Sale Legal Documents presentation and Goal 1.1 briefing material. Her efforts allowed co-workers to easily access and obtain required training. (6) Materials will now be stored in secure, accessible well organized manner, resulting in easy reference for other staff members. Other projects that Mary participated in throughout this rating period include: Remote Pre/Post Closing Alternatives analysis that identified ways to reduce FDIC's post-closing footprint; Imaging Task Force in which she developed an imaging and indexing comparison spreadsheet; providing feedback on the Cash Sale Simulation; and attending OFAC MOU working group meetings. In addition to Mary's work assignments, she was chosen for the First Gen Program EOI (9), and has become actively involved as a member of the Chairman's Diversity Advisory Council, Hispanic Organization for Leadership and Advancement, and Toastmasters.

Work Examples	Results
---------------	---------

Completed the remote pre-closing Relationship Review for X State Bank (Architect).	Review of the imaged loan files identified numerous relationships that wouldn't have otherwise been discovered.
Contributed to DocuSign Project.	Developed templates, thoroughly tested before distributing to sales advisors, created job aids (internal and external) and provided demo to Legal.
Prepared well received slide presentation and presented a portion of the Bidder Qualification briefing to senior management.	Enhanced learning level and knowledge base of managers and senior leadership.
Instrumental in the Division Goal 1.1 End-to-End Bank Closing Simulation.	Assisted with the creation of the Emotional Intelligence web-based training that will be a pre-requisite to the simulations.
Worked with the ORE team to create a curriculum map and micro-simulation, and helped create a SharePoint site for all the documents in the simulation.	Will allow co-workers to easily access and obtain required training. Materials will now be stored in secure, accessible well organized manner, resulting in easy reference for other staff members.

# NONPUBLIC//FDIC INTERNAL ONLY

## Performance Management Program (PMP)

Made self readily available and helped other co-workers create several PowerPoint presentations, to include the Cash Sale Legal Documents presentation and Goal 1.1.1 briefing material.

Training and presentation tools were well organized, and supported and constructed, and provided required training for co-workers. Helping co-workers resulted in them having more time to work on additional training materials.

Participated in the Remote Pre/Post Closing Alternatives analysis.

Identified ways to reduce FDIC's post-closing footprint.

Attended OFAC MOU working group meetings, chosen for the First Gen Program EOI, and become actively involved as a member of the Chairman's Diversity Advisory Council, Hispanic Organization for Leadership and Advancement, and Toastmasters.

Able to share input regarding DRRs perspectives, and garner opinions and feedback and share with DRR leadership and staff leading to improving many areas of the working environment across the Division and, externally active role resulted in working improved relationship building and PR benefits on behalf of the FDIC in the community.

**Grade 9 - Series 0501**

**Job Standard: Financial Systems IT**

**DOF**

Dixon consistently demonstrated performance throughout the rating that far exceeded expectations by producing a superior quality of work. (1) Dixon completed a large volume of ARCS requests and Service Now requests with no or very minimal supervision (2), and he completed them with a high degree of accuracy and thoroughness in a very short time frame. (3) He consistently provided immediate customer service responses in a professional, thorough, and courteous manner. (8) He also consistently provided high-quality results under challenging time or schedule demands. (1,3) In one instance, he provided a complex user and role report for an end user in a very short amount of time, with no errors or issues. He received very positive feedback from the end user of the product. (9) In addition, towards the end of the rating period, there was a massive increase in ServiceNow tickets because many users needed to complete their PMP but couldn't because their CHRIS account was locked. Despite the large increase in ServiceNow tickets, Dixon was able to resolve all ServiceNow tickets in a short amount of time so users could complete their PMP. He also ensured that Balanced Scorecard metric goals were met regarding the timeliness of completing ARCS and Service Now requests. Dixon also completed complex Security TFS PBI requests with no or very minimal supervision (2) in a very timely fashion. He also took on additional responsibilities during this rating period. (4) He took over completing the NFE and CHRIS Inactivity reports each month from a more senior team member, and he produced the report in a timely and accurate fashion each month. He also took on the responsibility of training other team members (5) on ARCS, ServiceNow, and other primary Security functions.

### Work Examples

### Results

Completed a large volume of ARCS requests, Service Now requests and complex Security TFS PBI requests with no or very minimal supervision in a very timely fashion. In one example, provided a complex user and role report for an end user in a very short amount of time, with no errors or issues.

High quality and quantity of work products saved supervisory review and error correction time, and resulted in improved customer response time, increased customer satisfaction, and the ability for customers to gain access to information needed to complete the mission sooner. In the end user example, received very positive feedback from the end user of the product.

Provided high-quality results under challenging time and schedule demands. In one example toward the end of the rating period, there was a massive increase in ServiceNow tickets because many users needed to complete their PMP but couldn't because their CHRIS account was locked. Also ensured that Balanced Scorecard metric

Despite the large increase in ServiceNow tickets, was able to resolve all ServiceNow tickets in a short amount of time allowing users to complete their PMP.

# NONPUBLIC//FDIC INTERNAL ONLY

## Performance Management Program (PMP)

goals were met regarding the timeliness of completing ARCS and Service Now requests.

In addition to existing work load took over completing the NFE and CHRIS Inactivity reports each month from a more senior team member.

Produced the report in a timely and accurate fashion each month.

Of own volition, took on the responsibility of training other team members on ARCS, ServiceNow, and other primary Security functions.

Training efforts allowed team members to increase their knowledge base, improve department efficiency and customer service.

**Grade 11 - Series 0570**

**Job Standard: Risk Management Examiner**

**RMS**

Ashton Jensen is recommended for a Sustained Performance Excellence bonus as he has consistently exhibited performance excellence (1), expectations (7), while achieving high-quality results. (1) During the bonus consideration period, Mr. Jensen completed two challenging Examiner-in-Charge (EIC) assignments, excelled in major examination and investigative roles at the only problem institution in the Field Office (FO), and led a very well-received Training Tuesdays presentation on Part 362 implications of Other Real Estate Owned. Ashton's first EIC assignment was at a mid-size cooperative bank with previously identified governance issues. Earlier in the year, he had a significant role in the institution's interim visitation. Ashton's familiarity with the bank enabled him to lead an effective, comprehensive examination. During the examination, he and his team carefully evaluated governance procedures to ensure their effectiveness. He delivered a quality examination report in a timely manner. (1) His second EIC role of the assessment period was for a growing, multi-billion dollar, full-service institution that had recently acquired another institution. Ashton skillfully assessed the implications of an OREO parcel acquired as part of the acquisition which contained a deteriorated dam in need of repair, providing management with the necessary information to comply with regulatory requirements. (6) The report also effectively highlighted information security weaknesses leading to nonconformance (4) with several aspects of Appendix B to Part 364 of FDIC Rules and Regulation. His communication with management was excellent, he submitted a high quality ROE, and completed this examination under challenging time and scheduling demands. (3) Ashton also contributed in several key supporting roles beyond expectations. (7) He produced superior work quality (1) while assisting with the supervisory program for the FO's only problem institution. He also played a significant role in the Visitation of this institution where he reviewed the bank's financial performance and conformance to a number of Consent Order provisions. In recommending Ashton for a STAR Award, the Visitation EIC (9) highlighted his detailed and thoughtful analysis, completed under challenging timeframes. Later in the assessment period, Ashton functioned as Operations Manager (OM) for the examination of this problem bank. He also spent a significant portion of the rating period assisting the Region's legal staff in investigating certain employees of this problem bank. Ashton made a large number of high quality, meaningful contributions to this investigation (1), identifying disclosure issues, undisclosed bridge loans, and manipulated application and underwriting documents. Finally, Ashton enthusiastically agreed to create and present information and case studies for a Training Tuesday event on OREO and Part 362 implications. The Regional Director and his Special Assistant were extremely impressed (9) with his technical knowledge and communications skills exhibited during the presentation. Ashton also demonstrated initiative throughout the rating period by assuming additional responsibilities to address resource and knowledge gaps. (4) Some of the additional responsibilities that he assumed included a material role in a significant ongoing investigation, Bank Secrecy Act and Bank Fraud subject matter expert, and coach for a newly-hired Financial Institution Specialist. Ashton willingly assumed these roles through which he has made meaningful impacts. (4) The lead examiner for the bank investigation was extremely impressed (9) with his enthusiasm and effectiveness during the sometimes tedious investigation. She highlighted Ashton's diligence in becoming familiar with a unique document storage system and his creation of a "tips & tricks" document which was very useful to other team members. (6) She further noted that Ashton's comprehensive and well-formatted summary memos became a standard for team member expectations. His enthusiasm for the bank fraud specialty has precipitated his being named to the FO's Bank Fraud and BSA SME ranks. Ashton has been a very effective coach, with his trainee progressing well through the FIS training program. Lastly, his presentations on permissible activities under Part 362 to the Field Office and the Region have been very well received (6) and have provided valuable technical information and insights to improve other employees' abilities to interpret and apply this complicated regulation.

# NONPUBLIC//FDIC INTERNAL ONLY

## Performance Management Program (PMP)

Work Examples	Results
<p>Had a significant role in the interim visitation of a mid-size cooperative bank with governance issues. This was the only problem bank in the Field Office, and considered a major examination and investigation. During the interim visitation, reviewed and compared the bank's financial performance and conformance to a number of Consent Order provisions, and prepared work products that contained a detailed and thoughtful analysis of the issues discovered. In the later part of the assessment period, acted as Operations Manager (OM) for the examination, and spent significant time assisting legal staff in investigating several bank employees. Having gained a strong understanding of the banks issues, performed as the EIC, and lead the completion of an effective, comprehensive and challenging examination. Work performed was of superior quality and exceeded expectations.</p>	<p>Familiarity gained during interim visitation provided for a better understanding of the banks problems at the onset of the examination and allowed for a more expeditious evaluation of governance procedures needed to ensure effectiveness. Made a large number of high quality, meaningful contributions during this investigation, to include identifying disclosure issues, undisclosed bridge loans, and manipulated application and underwriting documents. Issues identified significantly contributed to the ability of the FDIC's ability to implement improvised security measures and ensure the soundness of the institution.</p>
<p>Under tight timelines and scheduling demands acted as EIC for a growing, multi-billion dollar, full-service institution that had recently acquired another institution. Carefully assessed the implications of an OREO parcel acquired as part of the acquisition, which contained a deteriorated dam in need of repair, and prepared a report that provided management with the necessary information to comply with regulatory requirements. Also effectively highlighted information security weaknesses leading to nonconformance with several aspects of Appendix B to Part 364 of FDIC Rules and Regulation.</p>	<p>Skillful communication with management, and application of advanced level knowledge, skills and understanding of an OREO parcel resulted in providing management with the needed info to comply with important regulatory requirements. Prepared report also brought to light security weaknesses that were in violation of FDIC rules and regulations, allowing the bank to make corrections and improve security.</p>
<p>Created and presented information and case studies for a Training Tuesday event on OREO and Part 362 implications. The Regional Director and his Special Assistant were extremely impressed with technical knowledge and communications skills exhibited during the presentation.</p>	<p>Training efforts and valuable technical information and insights provided improve co-workers abilities to interpret and apply this complicated regulation, enhancing their skills and abilities to better contribute to and improved mission capabilities.</p>
<p>Additional demonstrated initiative throughout the rating period:</p> <ul style="list-style-type: none"><li>• assumed a material role in a significant ongoing investigation</li><li>• performed as a Bank Secrecy Act and Bank Fraud subject matter expert</li><li>• coached newly-hired Financial Institution Specialist</li><li>• recognized the need for a learning tool for the unique document storage system, and created a "tips &amp; tricks" document used by team members</li><li>• well-formatted summary memos now used as a standard for team member expectations</li><li>• named to the FO's Bank Fraud and BSA SME ranks based on demonstrated skills and interest</li></ul>	<p>Assumption of additional work and responsibilities, and the development and delivery of training tools enhanced the overall work efficiency, effectiveness and quality of the entire work unit, and the skills and abilities of other employees.</p>

---

# NONPUBLIC//FDIC INTERNAL ONLY

## Performance Management Program (PMP)

<b>Grade 14 - Series 0343</b>	<b>Job Standard: Management Information Specialist</b>	<b>RMS</b>
-------------------------------	--	------------

Erin has expert knowledge of multiple applications and fills an important skillset gap for ROMIG and BADS. (6) Throughout the rating period, Erin made significant contributions, often juggling a challenging and heavy workload, while always meeting deadlines and producing high quality work. (3) She demonstrated leadership, took initiative when tackling new assignments, and looked for ways to improve existing products and processes. (5) She redesigned the SharePoint site for the Region's IT Supervision team to leverage new features of the current SharePoint version while continuing to revise and enhance the Region's other SharePoint sites. In addition to serving as the site collection administrator, she acted as the regional Electronic Correspondence Center Coordinator, handling correspondence during mandatory telework. Working with administrative assistants and secretaries she developed backup processes, provided training and support to case managers, and monitored errors and operations. (6) She also served as regional RADD coordinator certifying all user accounts and providing user support and administration; and provided NESS expertise and support to all other regional experts and coordinators. While working with the WO BADS team, she continued to oversee national NESS coordination and oversight (4), and provided expert complex reporting (1) for senior management on exam and hours projections. Her efforts directly impacted being able to provide research and advanced reports within very tight timeframes. (3)

<b>Work Examples</b>	<b>Results</b>
Juggled a challenging and heavy workload, always meet deadlines and produce high quality work.	Delays were avoided, timelines were met, additional supervisory oversight and rework was kept to a minimum and the mission was able to continue uninterrupted, despite the added workload.
Redesigned the SharePoint site for the Region's IT Supervision team to leverage new features of the current SharePoint version, while revising and enhancing the Region's other SharePoint sites.	The Region's IT Supervision team was able to maximize the capabilities of new SharePoint features that were previously unavailable, improving work efficiency.
Acted as the regional Electronic Correspondence Center Coordinator, handling correspondence during mandatory telework, while also serving as site collection administrator.	Successfully managing multiple roles simultaneously resulted in ability to complete necessary work to meet mission requirements, and allow work and services to continue uninterrupted.
Developed backup processes, provided training and support to case managers, and monitored errors and operations.	Initiative taken strengthened existing processes, identified errors in an effort to avoid future operations issues, and enhanced manager knowledge base.
Worked with the WO BADS team, continued to oversee national NESS coordination and oversight, and provided expert complex reporting for senior management on exam and hours projections.	Efforts directly impacted ability to provide research and advanced reports within very tight timeframes.



# NONPUBLIC//FDIC INTERNAL ONLY

## Performance Management Program (PMP)

<b>Grade 14 - Series 0570</b>	<b>Job Standard: Risk Management Examiner</b>	<b>RMS</b>
-------------------------------	---	------------

Senior Risk Examiner (SRE) Hal Smith is nominated for the Sustained Performance Excellence bonus for continually seeking additional responsibilities/tasks, including ones with higher complexity (4,7), such as examining and leading targeted credit reviews at Large Financial Institutions (LFI). In performing his duties, SRE Smith was open to flexibility in his work schedule. His significant contributions during his various assignments positively influenced the examination outcomes as evidenced by the consistently strong feedback received on his performance provided by his coworkers and supervisors, and bank management. (9) Hal also provided leadership in his various roles during the rating period, including serving as Temporary Senior Examiner-LFI; Examiner in Charge (EIC) for two risk management examinations and one visitation, and as Asset Manager (AM) for one examination. (7)

The first example of SRE Smith demonstrating sustained performance excellence (2) is when he served as Temporary Senior Examiner-LFI, CG-13, at a \$17 billion bank for four months. When he joined this dedicated examination team, the team was understaffed as two of the three authorized examiner positions were vacant. Despite the fact he was new to the examination team, Hal ambitiously requested and assumed additional assignments and responsibilities. (4) Although he had significant responsibilities with the assigned commercial lending target, he volunteered to assist with (4) coordinating the WO Large Bank Section horizontal credit grading follow-up review. The Examiner in Charge (EIC) overseeing SRE Smith during his temporary LFI assignment commended his excellent work (9) ethic, and display of strong organizational leadership and communication skills while simultaneously completing several target examination objectives.

The second example of SRE Smith demonstrating performance excellence is when he volunteered to serve as EIC of a joint exam (4) of a \$1.4 billion bank. Even though he had leave planned during the normal pre-planning phase of the examination, he still personally completed all facets of the pre-exam planning process, including identifying potential loan problems. Due to the inexperienced exam team, Hal re-worked the largest and most concerning loan at the bank and re-wrote nearly all comments for the ROE. (1) The Supervisory Examiner commended him (9) for demonstrating strong leadership and communication skills at this examination.

<b>Work Examples</b>	<b>Results</b>
Took initiative and continually sought additional responsibilities/tasks, including those with higher complexity, such as examining or leading targeted credit reviews at Large Financial Institutions (LFI).	Continuous contributions throughout the rating cycle positively influenced the examination outcomes in many areas, which was reinforced by the consistently strong, positive feedback received on his performance from his coworkers, supervisors, and bank management.
As a new member of examination team, served as temporary Senior Examiner-LFI at a \$17 billion bank for 4 months, and ambitiously volunteered to take on additional assignments and responsibilities due to understaffing. One example of an additional assignment included assisting with coordinating the WO Large Bank Section horizontal credit grading follow-up review.	Received high praise from the EIC overseeing work, commended excellent work ethics, strong organizational, leadership and communication skills, and while completing target examination objectives.
Volunteered to be the EIC for two risk management examinations and one visitation; and Asset Manager (AM) for one examination.	Single-handedly completed all facets of the pre-exam planning process, including identifying potential loan problems. Due to the level of the exam teams inexperience, also took the initiative to re-work the largest and most concerning loan at the bank and re-write nearly all comments for the ROE. Strong leadership and communication skills demonstrated during the examination were highly commended by the Supervisory Examiner.

## Bonus Criteria: Outstanding Accomplishment

Employee demonstrated job performance that resulted in a significant, high-quality contribution to the Corporation, division, branch, or work unit.

### Consideration Factors:

1. Did the employee's contributions result in a significant impact to a Corporation, division, branch, or work unit goal, program, or project?
2. Did the employee's contributions require the development of additional knowledge/skills beyond those normally required in the position?
3. Did the employee design or implement an innovative change/solution that had a significant, positive impact on the Corporation, division, branch, or work unit?
4. Was the employee's accomplishment made under challenging deadlines or circumstances?
5. Did peers and others formally or informally recognize the employee's accomplishment for its impact or excellence?

# NONPUBLIC//FDIC INTERNAL ONLY

## Performance Management Program (PMP)

### Example Justifications for Outstanding Accomplishment:

Grade 12 - Series 0570	Job Standard: Compliance Examiner	DCP
------------------------	-----------------------------------	-----

Robin Ward is nominated for one bonus share under the "Outstanding Accomplishment" criterion. During a CRA data validation at a wholesale bank, she not only assisted in the completion of HMDA validation but also took on additional responsibilities((2) and validated the majority of the bank's CD loans, and investments/donations, in order to meet tight deadlines due to staffing constraints. (4) At another Large Bank CRA assignment she took on additional responsibilities and validated all (large volume) CD activity for this PE (loans, investments, services), which is normally completed by several examiners. (2) Given staffing constraints, she went beyond her normal assignment (2) in completing all the CD validation independently, which assisted in completing the CRA - PE with accuracy under tight deadlines. (4) She spent additional time providing bank management with technical assistance (1) regarding SB loans/CD activities. Her superior initiative was also displayed as a small bank CRA lead (1), where the bank provided updated loan data during the last few days of the exam. Robin willingly single handedly validated (1) approximately 200 PPP loans, re-ran PE tables, updated the PE, and completed the CRA - PE within prescribed deadlines. She received a STAR Award for her additional contributions which were critical to the timely completion of the exam. (5) In another assignment, due to staffing constraints Robin was asked and willing assisted the EIC in drafting a visit scoping memo at a complex bank that offers unique and complex prepaid card products. She reviewed some third-party relationships and used tact to communicate with members of bank management, who were often sensitive to critiques. (1) She received a STAR Award for her significant contribution (5) to the completion of the successful completion of this visit. As EIC at an ISB, she willingly took on additional assignments (2) as this bank participated in the FDIC's MS Teams for Exams Pilot. In addition to her exam responsibilities, she also served (2) on the PEP Committee and volunteered to serve as Chair of the sub-committee, where she handled PEP items related to loans, deposits, and the FLSC. Robin completed her PEP committee responsibilities while also completing her regularly assigned exam work. (2) Lastly, she also volunteered as VP of the SF CDAC to assist in promoting DEI within the FDIC. All the above activities contributed to her positive impact towards meeting the goals and mission of the FDIC and DCP.

Work Examples	Results
---------------	---------

<p>During a Community Reinvestment Act (CRA) data validation at a wholesale bank, assisted in the completion of HMDA validation, and took on additional responsibilities, validating the majority of the banks bank's CD loans, and investments/donations, in order to meet tight deadlines due to staffing constraints.</p>	<p>Delays were avoided, timelines were met, and the mission was able to continue uninterrupted, despite the added workload.</p>
--	---

<p>At another Large Bank CRA assignment, took on additional responsibilities, independently validating the accuracy of all (large volume) CD activity for Performance Evaluation (PE) (loans, investments, services), which is normally completed by several examiners. Spent additional time providing bank management with technical assistance regarding Savings Bank (SB) loans/CD activities.</p>	<p>Delays were avoided, timelines were met, and the mission was able to continue uninterrupted, despite the added workload. Strengthen rapport, provided an additional level of customer service and increased knowledge base of bank managers by providing technical assistance regarding SB loans and CD activities.</p>
--	--

<p>As a CRA lead, during the last few day of exam, when banks provide updated loan data, single-handedly validated approximately 200 PPP loans, re-ran PE tables, updated the PE, and completed the CRA - PE within prescribed deadlines.</p>	<p>Efforts made were critical to the timely completion of the examination, and demonstrated an outstanding level of personal effort, imitative and customer service.</p>
---	--

<p>Willing assisted the EIC in drafting a visit scoping memo at a complex bank that offers unique and complex prepaid card products. After reviewing several third-party relationships, used tact and diplomacy effectively to communicate with members of bank management, who were often sensitive to critiques.</p>	<p>Exam could be completed on time, and was able to discuss inappropriate third party prepaid card product activity with bank managers in a non-threatening and informative manner, ensuring bad practice would be discontinued and corrections made.</p>
--	---

# NONPUBLIC//FDIC INTERNAL ONLY

## Performance Management Program (PMP)

As EIC at an ISB, volunteered to take on additional assignments so bank could participate in the FDIC's MS Teams for Exams Pilot

Bank was able to participate in MS Teams for Exams Pilot to test success of new program, with the goal of offering future improved services to banks.

Additional outstanding accomplishment demonstrated:

- served on the PEP Committee and volunteered to serve as Chair of the sub-committee, handling PEP items related to loans, deposits, and the FLSC while successfully managing regularly assigned exam work
- volunteered as VP of the SF CDAC to assist in promoting DEI within the FDIC

Expertise added value to all activities, and positively impacted and contributed to the successful accomplishment of, and impact on the goals and mission of the FDIC and DCP.

Grade 13 - Series 0570

Job Standard: Senior Compliance Examiner

DCP

Aiden demonstrated Outstanding Accomplishment during her Washington Office detail to the Outreach and Program Development Section (OPDS). The Strategic Plan for the OPDS included high profile financial education initiatives including developing a "prototype innovative approach to advance financial education." She served as the Project Manager for developing a Money Smart learning game, which evolved into the Money Smart Innovation Project. Aiden's contributions were critical to the achievement of FDIC mission-related goals. (1) She effectively collaborated with the Office of Innovation and other members of DCP to research to explore a new way of effecting behavior change through a direct-to-consumer product. (2) As part of a small team, she assessed the financial education landscape, and proposed a concept and approach for FDIC's future role in financial education. (2) This required developing a hypothesis and approach to achieve measurable impact on financial behavior for the greatest number of people. Extensive research was conducted on financial education providers, tools, and delivery mechanisms, available resources, how to influence consumer behavior; and how to measure effective educational tools. Her detail supervisor indicated (5) that her work products were neatly formatted, substantively thoughtful and required few changes. She kept the project on track by scheduling team meetings and preparing monthly status summaries. As part of the detail, she also conducted briefings with executive management and peers, and developed talking points for executives to use during other briefings. Aiden also contributed to several other related projects. (1) She drafted two applications, which were approved for FDICs participation in the 2021 AFCPE Symposium which included a practitioner's forum to present Money Smart for Adults and a poster presentation for FDIC's newly launched How Money Smart Are You? She also assisted a peer with efforts to attain 2021 Youth Banking Network growth goals by recruiting one bank to join. This mission of the project directly related to DCPs Strategic Plan for Financial Innovation and will have a positive impact in meeting the FDIC's mission.

Work Examples

Results

In support of the Strategic Plan for OPDS, which included high profile financial education initiatives including developing a "prototype innovative approach to advance financial education" served as the Project Manager for developing a Money Smart learning game, which evolved into the Money Smart Innovation Project. Effectively collaborated with the Office of Innovation and other members of DCP to research and explore a new way of effecting behavior change through a direct-to-consumer product. Extensive research was conducted on financial education providers, tools, and delivery mechanisms, available resources, how to influence consumer behavior; and how to measure effective educational tools.

As a result of the thorough assessment of the financial education landscape, a concept and approach for FDIC's future role in financial education was proposed. Results included developing a hypothesis and approach to achieve measurable impact on financial behavior for the greatest number of people, and was critical to the achievement of FDIC mission-related goals.

# NONPUBLIC//FDIC INTERNAL ONLY

## Performance Management Program (PMP)

Conducted briefings with executive management and peers, and developed talking points for executives to use during other briefings.

Executives and peers were kept well informed of the team's progress through the project, and talking points provided to executives allowed them to be prepared and well versed on critical aspects of the project when speaking to additional division audiences.

Assisted a peer with efforts to attain 2021 Youth Banking Network growth goals by recruiting one bank to join. This mission of the project directly related to DCPs Strategic Plan for Financial Innovation.

Helped co-worker meet recruiting goals and led to the expansion and promotion of the program through one more bank.

Grade 14 - Series 1102	Job Standard: Internal Customer	DOA
------------------------	---------------------------------	-----

I am pleased to nominate Parker Cole for the Outstanding Accomplishment bonus. Supporting rationale follows:  
 Parker gladly assumed and offered to take on assignments or help complete work for her teammates, COs, and supervisor. (2) She stood out as a leader and collaborated as a valuable member of the FDIC Acquisition Management System (FAMS) project team. The FAMS project team depended on her as she shared her wealth of knowledge and skills (1) to ensure the FAMS source selection (as a TEP member) and implementation planning was successful. With extensive policy, systems, and CO expertise, she contributed greatly to the achievement of the FAMS FPG. (1) Her positive, "can-do", attitude and outlook on anything that came her way enhanced others' ability to work better, especially her teammates. She always had the FDIC's best interest in mind and was a great supporter and voice for COs and OMs as she participated in FAMS configuration workshops several hours per day for many months. Parker's responsiveness to the FAMS contractor's requests was outstanding. (1) With each configuration workshop came multiple requests for data, documentation, information, review, and consideration of alternate business processes, much of which was due to the FAMS system normally being used by FAR customers. As requests came to ASB Policy every day, she jumped on reading and figuring out the best way to respond. (2) What could seem overwhelming to others came across as 'no sweat' (4) for Parker (e.g., Milestone tracking for EAP and COs, 186 comparison of gaps, major concerns list for the executives to easily understand, etc.). That's how she helped others perform better. She engaged with others to provide high quality and detailed responses always well before required deadlines. (1) With the ASB Policy team being involved in other high priority projects and FPGs concurrently (4), I recognized and was so grateful for the extensive effort Parker put forth consistently. I appreciated her confidence and willingness to make sound decisions using her best judgement with the information she had at the time. The FAMS FPG is a challenging and complex system implementation project. Her leadership role and superior initiative has been outstanding and impressive.

Work Examples	Results
<ul style="list-style-type: none"> <li>• As part of the FDIC Acquisition Management System (FAMS) project team served as a leader, trainer and valuable contributor</li> <li>• Ensured FAMS source selection and implementation planning was successful</li> <li>• Leveraged extensive policy, systems and CI expertise to achieve the FAMS FPG</li> <li>• Participated in FAMS configuration workshops for months, keeping the best interest of the FDIC top priority</li> <li>• Successfully managed multiple high priority projects consecutively with FAMS project</li> <li>• Provided outstanding responsiveness to the FAMS contractor's information and data requests that came in daily. Responses were well constructed, carefully considered, and always timely.</li> </ul>	<p>Confidence and willingness to share extensive knowledge with the team enabled key milestones to be met, better decisions to be made, and the preparation of high quality, detailed responses to be completed, well before required deadlines. Strong leadership skills, can-do attitude, and readiness to take on the bulk of the challenging research and draft sound, well supported and constructed responses, also allowed the team to simultaneously manage their other assignments, and not fall behind on important high priority deliverables. The FAMS FPG was a challenging and complex systems implementation project. Without question, employee efforts made were key to the project's success and were both outstanding and impressive.</p>

NONPUBLIC//FDIC INTERNAL ONLY

Performance Management Program (PMP)

<b>Grade 15 - Series 0301</b>	<b>Job Standard: Senior Risk Officer</b>	<b>DCP</b>
-------------------------------	--	------------

During the rating period, Jill addressed a resource gap by updating DCP's Business Continuity Plan (BCP). (1,3) DCP's Business Continuity Plan provides the framework to ensure that Primary Mission Essential Functions of FDIC continue to be executed by staff, in the event of a disruption. The BCP is a critical road map for management and staff to follow during adverse events that impact facilities or personnel in the Division. It communicates divisional points-of-contact and their roles during an emergency, criticality levels for certain functions, and the expectation of annual training and testing on the Plan. DCP's BCP had not been updated since 2009. It was extremely outdated and required a lot of critical updates to applicable directives and current technology, increased criticality levels for communications with consumers and banks, vital records and order of succession. The BCP serves as a companion to the FDIC Continuity of Operations Plan (COOP). In addition, Jill provided training to DCP staff and other employees across the FDIC including RMS and DRR. (1) She designed and developed a communications strategy (1) involving BCP training that was implemented through a RAC Call Webinar. The BCP webinar was successfully executed and included 440 employees in attendance. (3) In addition, on several occasions she assisted POCs from other divisions, including RMS, by providing guidance on her approach to updating DCP's BCP and developing the training. (3) The deployment of the updated BCP and training were also highlighted during a recent GAO engagement on crisis planning. (3)

<b>Work Examples</b>	<b>Results</b>
----------------------	----------------

Addressed a resource gap by providing critical updates to DCP's Business Continuity Plan (BCP), which had not been updated since 2009.	Updates to applicable directives and current technology ensure that Primary Mission Essential Functions of FDIC can continue to be executed by staff in the event of a disruption, and provides a critical road map for management and staff to follow during adverse events that impact facilities or personnel in the Division.  Will also serve as a companion to the FDIC Continuity of Operations Plan (COOP).
--	---

Designed and developed communications strategy involving BCP training that was implemented through a RAC Call Webinar.	The BCP webinar was successfully executed, and attended by 440 employees. Employees gained an updated knowledge of directives and current technology that can be used to communicate with consumers and banks, maintain vital records and implement the order of succession in the event of a crisis.
--	---

Assisted POCs from other divisions, including RMS, by providing guidance on approach to updating BCP and developing the training.	Guidance shared on approach taken to update BCP led other Divisions to update obsolete critical policies and procedures using same approach.
---	--

Provided BCP training to DCP staff and other employees across the FDIC including RMS and DRR.	Enhanced staff's knowledge and understanding of current BCP policy and procedures with the intent of ensuring seamless continuity in the event of a crisis.
---	---

The deployment of the updated BCP and training were also highlighted during a recent GAO engagement on crisis planning.	Positively promoted FDIC's accomplishments, and shared critical information regarding the updated BCP project and training program with other government agencies to assist them with crisis planning efforts.
---	--

## Bonus Criteria: Commitment to Teamwork & Collaboration

Employee consistently demonstrated teamwork and collaboration behaviors that had a significant positive impact on colleagues and/or the functioning and culture of a team or work unit.

### Consideration Factors:

1. Did the employee consistently share information and knowledge that supported the growth and development of others?
2. Did the employee share and model techniques to improve the quality of work products or efficiency of the team?
3. Did the employee promote engagement practices that had a positive impact on the team/organization?
4. Did the employee serve as an instructor or formal or informal coach or mentor (when not required as part of normal job responsibilities) and have a noticeable impact on others?
5. Did the employee take substantive steps to promote inclusion and diversity (e.g., by showing leadership in implementing inclusion concepts and practices for a team or work unit, or by contributing to or supporting a team or work unit in a way that led to improved inclusion and diversity outcomes)?
6. Did the employee encourage cross-unit collaboration that improved outcomes (e.g., relationships, work products, decisions)?
7. Did the employee work with others to reach consensus or resolve conflicts in a tactful and professional manner with minimal supervisory guidance?
8. Did the employee encourage discussions, embrace differing views, and help others to consider diverse perspectives and alternative solutions that resulted in improved decision making or work products?
9. Did the employee routinely seek or volunteer for additional assignments that helped the team accomplish its goals?

Performance Management Program (PMP)

Example Justifications for Commitment to Teamwork and Collaboration:

<b>Grade 7 - Series 0570</b>	<b>Job Standard: Financial Institution Specialist</b>	<b>RMS</b>
------------------------------	---	------------

Chris demonstrated outstanding teamwork throughout the performance cycle. Feedback from the EIC where the employee served as Operations Manager follows, "Employee exceeded my expectations in her assignment as an operations manager. She really stepped up and took on a lot of responsibility (7) when I was out on sick leave for a week. She kept everyone on track, monitored progress, and kept the examination moving forward." The EIC of another examination team noted "Teamwork demonstrated by Chris during this assignment exceeded my expectations. She independently handled the operations portion of the examination and upon completion of her tasks she volunteered to review ED Modules and Work Papers for completeness. (9) In addition, she took the time to provide quality training and feedback to three new team members. (4)" Finally, another EIC commented, "Chris demonstrated solid initiative and great teamwork (6) during this examination. She completed her assigned tasks and immediately volunteered to help with other work and demonstrated a willingness to learn new tasks as well as take on less desirable tasks." (9)

<b>Work Examples</b>	<b>Results</b>
----------------------	----------------

Exceeded expectations in assignment as Operations Manager, during manager's unexpected absence. Stepped up and took over supervisory responsibilities with ease, while continuing to perform regular assigned work.

Efforts allowed mission to continue without disruption, kept everyone on track, progress was monitored and the examination continued to move forward.

On one examination, the Examiner in Charge (EIC) noted teamwork and leadership displayed during the assignment exceeded expectations. Independently handled the operations portion of the examination and upon completion of tasks, volunteered to review ED modules and work papers for completeness. In addition, took the time to provide quality training and feedback to three new team members.

Taking on additional responsibilities allowed the team to complete the examination in a timelier, more expeditious and accurate manner. Training and feedback provided to new team members increased their knowledge base, helped further their development and potentially improve their performance.

On another examination, the EIC noted the demonstration of solid initiative and great teamwork. When assigned tasks were completed, immediately volunteered to help with other work and demonstrated a willingness to learn new tasks as well as take on less desirable work to help keep the examination moving forward.

Initiative taken to learn and take on additional responsibilities helped the examination team complete the examination work ahead of schedule, and reduced the workload of other team members.

<b>Grade 13 – Series 0570</b>	<b>Job Standard: Senior Compliance Examiner</b>	<b>DCP</b>
-------------------------------	---	------------

Riley is recognized for demonstrating excellent teamwork and collaboration as a key team member of the Territory. He prioritizes training and mentorship both in formal coaching roles as well as informally when working with the numerous pre-commissioned examiners in the Territory. (4) He also serves as an instructor for one of DCP's core schools. (1) Riley demonstrated excellent teamwork serving on the CRA team for a multi-billion complex institution. His "team first" attitude was also on display the numerous times he volunteered for out of territory assignments to ensure the Region meets its examination goals. (6) Lastly he is recognized for his outstanding teamwork demonstrated while testing new video-conferencing equipment in the Field Office. (2) As part of the pilot, he was tasked with testing different cameras and providing feedback on features most important to improve communication among distributed teams. His feedback was used by FDIC management to inform potential hardware funding decisions. (1)



# NONPUBLIC//FDIC INTERNAL ONLY

## Performance Management Program (PMP)

Work Examples	Results
Worked with numerous pre-commissioned examiners focusing on formal coaching and informal training.	Sharing knowledge and experience to build the skills and abilities of less experienced co-workers, enhancing their ability to better perform their work and support the FDIC mission.
Served as instructor for one of DCP's core schools.	Transferred skills, experience and knowledge by volunteering to train to less experienced staff, supporting the mission and helping build and strengthen capabilities of other examiners.
Served on the CRA team for a multi-billion complex institution.	Volunteered to help CRA team with challenging assignment of multi-billion dollar complex institution, to ensure mission was met and volumes work was completed.
Volunteered for 'out of territory' assignments.	Efforts ensured Region was able to meet its examination goals.
Tested new video-conferencing equipment in the Field Office.	Feedback was used by FDIC management to inform potential hardware funding decisions. New equipment will strengthen enhance employee capabilities going forward and allow remote work and communications to be performed with increased efficiency and effectiveness.

Grade 15 - Series 0301	Job Standard: Senior Policy Analyst	RMS
------------------------	-------------------------------------	-----

Lynn August provided significant contributions to a number of training initiatives. (1) His work directly supported FDIC mission and goals related to capital markets examiner outreach and training, and exam support. Additionally, Lynn supports ongoing off site monitoring of interest rate risk and liquidity where he leads rotating teams conducting analysis and report drafting and contributes to monitoring efforts and regular quarterly reports for the Director. (2) Toward the end of this rating period, he started leading an effort to enhance off-site interest rate risk analysis, setting the project plan and expectations for the internal team and working closely with Emerging Issues staff to launch the project. (3,4) Lynn also made significant contributions to examiner training on capital markets topics. For example, he made critical contributions to the new FFIEC Asset Liability Management Model Lab course to include developing the course content, obtaining and guiding the contractor, providing technical guidance, and instructing the pilot and first session of the course. (4) He also represented FDIC on the interagency development group that organizes the FFIEC capital markets conferences, using his contacts and understanding of emerging risks, policy developments and past conference planning experience to provide solid capital markets conferences. (6) Lynn has filled a knowledge and resource gap in the area of mortgage banking, serving as the primary expert in the group on mortgage banking. As such, he conducts examinations, provides technical guidance, quarterly information, and training in the area. (1) He also worked to obtain mortgage banking training for examiners, developing a proposal and coordinating with training representatives in Corporate University. (7) The vendor mortgage banking training will be conducted early next year. He also advanced internal mortgage banking training for FDIC examiners that is now under review by the Training Branch. (1,4)

Lynn works well and collaborates with FDIC and interagency staff and managers, (7) and exhibits strong initiative and efficiency in his work assignments. Notably, he successfully manages his demanding regularly assigned work load while dedicating an exorbitant amount of time and effort to helping train and develop other staff members. (4)

During the period Lynn served as the onboarding peer for a new external hire and a key resource for the Branch intern, provided training to new hires on interest rate risk and other topics (4), and participated in RMS examiner hiring events. (9) Overall, Lynn's contributions are substantial and important to advance risk management, risk identification and exam support goals.

# NONPUBLIC//FDIC INTERNAL ONLY

## Performance Management Program (PMP)

Work Examples	Results
Supports ongoing off site monitoring of interest rate risk and liquidity where he leads rotating teams conducting analysis and report drafting and contributes to monitoring efforts and regular quarterly reports for the Directors.	Directors have current information on interest rate risk and liquidity information and are able to make well informed decisions.
Started leading an effort to enhance off-site interest rate risk analysis, setting up the project plan and expectations for the internal team and working closely with Emerging Issues staff to launch the project.	Provided leadership needed to kick off project that would provide significant learning opportunity for other employees in the area of interest rate risk analysis, allowing them to improve their performance and positively impact the mission.
Made significant contributions to examiner training on capital markets topics. Critical contributions to the new FFIEC Asset Liability Management Model Lab course included developing the course and content, obtaining and training the course contractor, providing technical guidance, and instructing the pilot and first session of the course.	Applied skills and knowledge to create and follow through with all aspects of creating a much needed examiner training course, to include teaching the first pilot to ensure its success.
Represented FDIC on the interagency development group that organizes the FFIEC capital markets conferences, and used his contacts and understanding of emerging risks, policy developments and past conference planning experience to provide solid capital markets conferences.	Positively influenced the agenda, quality and value of future capital market conferences that will be offered to others by sharing his ideas, expertise and professional contacts to aid in the planning effort.
Filled a knowledge and resource gap in the area of mortgage banking, serving as the primary expert on mortgage banking, conducting examinations, sharing quarterly information, and providing technical guidance and training to less experience staff; while successfully managing his demanding regularly assigned work load.	Training others in specialty areas will enabling a more informed, higher performing work force, to perform their jobs with a higher level of expertise, tremendously benefitting to the Division and FDIC mission.
Prepared a proposal and coordinated with training representatives in Corporate University to develop a vendor mortgage banking training that will be conducted early next year. Also advanced internal mortgage banking training for FDIC examiners that is now under review by the Training Branch.	Collaboration with CU to develop a new training tool added value to the examiner training syllabus, and will expand the knowledge of participants enabling them to improve job performance.
Additional demonstrated teamwork and collaboration efforts included: <ul style="list-style-type: none"><li>• serving as the onboarding peer for a new external hire</li><li>• volunteering to be a key resource for the Branch intern</li><li>• providing training to new hires on interest rate risk and other topics</li><li>• participating in RMS examiner hiring events</li></ul>	Shared skills, experience and knowledge by volunteering to train and mentor less experienced staff, and help recruit new examiners, building and strengthening current and future examiner capabilities and enhancing the current and future mission of the FDIC.

# NONPUBLIC//FDIC INTERNAL ONLY

## Performance Management Program (PMP)

<b>Grade 15 - Series 0570</b>	<b>Job Standard: Risk Management Examiner (Commissioned 13,14,15)</b>	<b>RMS</b>
-------------------------------	---	------------

Hayden Diaz is nominated for the Commitment to Teamwork bonus. She demonstrated a very strong and impactful commitment to teamwork and collaboration throughout the rating cycle in a variety of settings. Hayden recognized there was a high number of FIS and Interns in the Ohio Territory that were in need of training. (1) In response to this critical need, she took it upon herself to expend significant effort, time and energy to training these employees; sharing both technical knowledge and conducting examiner training during multiple off-site exams. (1,4,8) In addition to addressing the training needs of the FIS and Intern population, she regularly shared her in-depth knowledge and experience of work with bankers and other exam staff. (6) As a source of strong technical banking expertise, she was always willing to help her co-workers, was very approachable, and team members sought her out regularly for insight on, and direction with, exam issues, general questions and all aspects of training guidance. (1,2)

<b>Work Examples</b>	<b>Results</b>
Recognized and addressed a critical FIS and Intern training need in the Ohio Territory and conducting examiner training targeted to this population during multiple off-site exams.	Increased knowledge base of FIS and Intern employees allowing them to maximize their work contributions by assisting the exam team and in turn, positively impacting the mission.
Regularly shared in-depth knowledge and experience of work with bankers and other exam staff.	Enabled customers (bankers) to better understand the work and the FDIC mission, and strengthened professional relationships.  Helped exam staff improve scope and quality of work being performed through knowledge sharing, advice and skill building.
Constantly made self available to help co-workers, was very approachable, and was regularly sought out by team members for insight on, and direction with exam issues, general questions and all aspects of training guidance.	Added additional strength to team by being a reliable resource that team members can come to for assistance and advice.

**For additional information or questions please send all inquiries to the [Performance Management Mailbox](#).**