



STATE OF FLORIDA
DEPARTMENT OF JUVENILE JUSTICE
Juvenile Probation Standardized Evaluation Guidelines

ADSD-21(a)

The following “1,” “4,” and “7” scale value definitions are to be used when rating a trainee in each of the performance categories. The categories [Unacceptable, Acceptable, and Superior] build upon one another (i.e., a score in the Superior range requires compliance with all guidelines illustrated in the Acceptable range). It is through the use of these guidelines that program standardization and rating consistency are achieved.

1. PERSONAL APPEARANCE GUIDELINES: Evaluates physical appearance, dress, and demeanor.

- (1) **Unacceptable:** Dirty shoes and wrinkled uniform. Uniform fits poorly or is improperly worn. Hair un-groomed and/or in violation of department regulations. Equipment is missing, dirty, or inoperative. Offensive body odor and breath.
- (4) **Acceptable:** Uniform neat and clean. Uniform fits and is worn properly; equipment is clean and operative. Hair worn within regulations, shoes shined, and displays satisfactory appearance and demeanor.
- (7) **Superior:** Uniform neat, clean and pressed. Shoes are shined. Displays commanding appearance and demeanor.

2. ACCEPTANCE OF FEEDBACK: Evaluates the way the trainee accepts criticism/feedback and how that feedback is used to further the learning process and improve performance.

- (1) **Unacceptable:** Rationalizes mistakes, denies errors were made, is argumentative, refuses to (or does not attempt to) make corrections. Considers feedback as a personal attack.
- (4) **Acceptable:** Accepts feedback in a positive manner and applies it to improve performance and further learning. Does not argue or blame others for errors.
- (7) **Superior:** Actively solicits feedback in order to further learning and improve performance, and applies that feedback in the performance of assigned duties.

3. **ATTITUDE TOWARD WORK:** Evaluates how the trainee views new career in terms of personal motivation, goals and acceptance of the responsibilities of the job.

- (1) **Unacceptable:** Sees career only as a job, uses job to boast ego, abuses authority, demonstrates little dedication to the principles of the profession.
- (4) **Acceptable:** Demonstrates an active interest in new career.
- (7) **Superior:** Actively solicits assistance from others to increase professional knowledge and improve skills. Demonstrates concern for the fair and equitable treatment of youths in terms of professional responsibilities.

4. **PROBLEM SOLVING / DECISION MAKING:** Evaluates the trainee's ability to reason out problems and relate it to what he/she was taught. Evaluates the trainee's ability to foresee problems & arrive at solutions.

- (1) **Unacceptable:** Acts without thought, or is indecisive. Relies on others to make his/her decision.
- (4) **Acceptable:** Is able to reason out problems and relate it to what he/she was taught. Has good perception and ability to make his/her own decisions.
- (7) **Superior:** Excellent perception in foreseeing problems and is proactive in determining solutions; demonstrates the ability to arrive at appropriate solutions to problems.

5. **INTERACTION WITH GENERAL PUBLIC /STAFF:** Evaluates the trainee's ability to relate to the general public and staff.

- (1) **Unacceptable:** Abrupt, belligerent, overbearing, arrogant, and uncommunicative. Overlooks or avoids "service" aspect of the job; introverted, insensitive and/or uncaring. Considers himself/herself superior to other trainees, gossips about other officers to belittle others to play one against the other.
- (4) **Acceptable:** Courteous, friendly and empathetic. Communicates in a professional manner; is service oriented. Good peer relationships and is accepted as a group member.
- (7) **Superior:** Is very at ease with the general public; quickly establishes rapport and leaves people feeling the employee was interested in assisting them; is objective in all contacts. Peer group leader; actively assists other trainees; has excellent rapport with all other officers; displays empathy toward all employees.