

## CARMEN DIAZ

Program Manager, YA-301-2  
Standard, Professional / Analytical  
US Army Corps of Engineers

### MISSION

Develop Sound Water Resources Solutions. America's water resource needs are great. Increasingly, the Corps is called to provide comprehensive, innovative, sustainable, and integrated solutions to national and international water resource challenges. As problem-solvers, the organization focuses its energy on developing and implementing solutions through collaboration with stakeholders (regions, states, tribes, local entities, other federal agencies, other governments, etc.) and playing a leadership or support role, as appropriate.

### PERFORMANCE INDICATOR KEYWORDS

Professional / Analytical -- Band 2

## Performance Indicators

Level 3	Level 5
Achieved the stated objectives	Contributed results beyond expectation
Anticipated and overcame obstacles	Results were far superior in quality, quantity, and impact on objectives
Adapted established methods and procedures	Exhibited the highest standards of professionalism
Results were technically sound, documented, and met standards	
Planned and organized own work activities	
Delivered the objective in a timely and effective manner	
Made adjustments to changing situations	
Anticipated and overcame obstacles	
Demonstrated high standards of conduct	
Represented the organization effectively	

## JOB OBJECTIVE I

S— EFFECTIVELY IMPLEMENT REGIONAL SAFETY PROGRAM

M—Update safety program guidance by June 30. Hold safety briefings with all regional personnel. Post-briefing assessments show at least a 25% increase in understanding of safety measures, as compared to the pre-briefing assessment.

A—Help meet our goal for safe operations

R—Assumes that relevant guidance and funding is received from headquarters by January 1

T—By September 30

**Contributing Factor:** Customer Focus

## BENCHMARK DESCRIPTOR KEYWORDS

Professional / Analytical -- Band 2	
Contributing Factor: Customer Focus	
Level 3	Level 5
Maintained regular contact with customers	Developed innovative and useful suggestions
Gathered information about requirements and needs	Correctly anticipated customer needs
Delivered timely, flexible, and responsive products and/or services	Resolved or avoided potential problems
Met customer needs	Improved overall customer satisfaction
Discussed expectations with customers	
Ensured mutual understanding and acceptance	
Kept customers and others informed	
Suggested workable solutions	
Responded to questions or requests in a timely manner	

## SELF-ASSESSMENT

Keywords are highlighted in blue.

### JOI: EFFECTIVELY IMPLEMENT REGIONAL SAFETY PROGRAM

I met my job objective and supported the Corps' mission to ensure safe construction projects and in turn, enhanced the Corps' credibility in the community in the following ways:

ANALYZED HQ SAFETY ISSUANCE. I analyzed the recently issued HQ safety guidance and recognized the number of areas that presented challenges to our District. I identified the challenges **and obstacles** to safety and recommended that the District convene a group to analyze the issuance and develop specific ways to address concerns, while still maintaining overall compliance with Directive. We **developed new methods and procedures and proved they were technically sound**. My supervisor agreed with my recommendations and therefore, I led a multi-specialty group to ensure customer participation and buy-in to **meet customer needs**

FACILITATED **CONSENSUS AMONG CUSTOMERS**. Through my leadership, I led the group in developing several innovative approaches to meeting safety requirements. I **planned and organized the work objectives and agenda**. There were some disagreements due to competing agendas and **changing situations**, but through perseverance and using **active listening skills**, I was able to work through them.

DEVELOPED AND IMPLEMENTED BRIEFINGS. Following group consensus, I **suggested workable solutions** and developed and held more than 15 safety briefings throughout the District. I assessed learning through the development of a pre and post assessment that revealed more than 85% of participants gained significant new knowledge through my briefings. Throughout this process, I **kept the customers informed** of new safety recommendations. I also received positive feedback from participants. We **developed a mutual understanding** between USACE safety needs and construction project processes. My supervisor recommended me for an on-the-spot award in recognition of my success.

*Character count: 1,901*