



Standardized Evaluation Guidelines

The following scale value definitions (1- Unacceptable, 4- Acceptable and 7- Superior) are to be used by the field training officer when rating a trainee's performance on the Daily Observation Report (DOR, FTEP-1) in each of the 38 performance categories. It is through the use of these guidelines that the Field Training and Evaluation Program (FTEP) standardization and rating consistency is achieved.

- The rating system:
- A "1" is totally unacceptable.
 - A "2" is close to a "1", but is just a little better than totally unacceptable.
 - A "3" is close to a "4", but not yet minimally acceptable.
 - A "4" is the minimum acceptable level that represents an officer able to work a solo assignment in a safe, skillful, productive, and professional manner.
 - A "5" and "6" is above acceptable and like a bonus score, it recognizes work that is above the minimum acceptable level.
 - A "7" is a superior performance.

CRITICAL PERFORMANCE TASKS

1. DRIVING SKILL: STRESS CONDITIONS - Evaluates trainee's vehicle operation skills requiring an emergency or other-than-normal driving response. Is the trainee prudent and safe?

- 1 – **Unacceptable** – Involved in crash(es). Unnecessary and/or improper use of lights and siren. Drives too fast or too slow for the situation. Fails to slow for intersections. Loses control in corners. Does not evaluate traffic conditions.
- 4 – **Acceptable** – Maintains control of vehicle. Evaluates traffic conditions. Reacts properly (example: proper speed for conditions; slows for intersections). Correct use of lights and siren. Generally practices defensive driving.
- 7 – **Superior** – Displays high degree of reflex ability and driving competence. Usually anticipates driving situations in advance and responds accordingly. Consistently practices defensive driving.

2. ORIENTATION SKILL: STRESS CONDITIONS - Evaluates the trainee's awareness of their surroundings and their ability to find locations and arrive at destinations within an acceptable period of time under stressful conditions.

- 1 – **Unacceptable** – Unaware of location. Becomes disoriented and/or lost. Unable to relate location to destination. Does not use map or other locator devices. Unable to determine compass direction in tactical situations. Takes too long to arrive at location. Selects inappropriate route to location.
- 4 – **Acceptable** – Usually aware of location. Is able to relate location to destination. Uses maps and other locator devices correctly. Demonstrates good sense of direction in tactical situations. Takes best route. Arrives within an acceptable period of time.

7 – **Superior** – Generally responds quickly to stressful situations by the most acceptable route. Does not need to refer to maps. Rarely disoriented during tactical situations. Usually aware of shortest routes. Remembers locations from previous calls.

3. FIELD PERFORMANCE: STRESS CONDITIONS - Evaluates the trainee's ability to function in stressful situations.

1 – **Unacceptable** – Becomes emotional, panic stricken, confused, loses temper. Unable to function. Does not engage. Overreacts.

4 – **Acceptable** – Generally exhibits a calm and controlled demeanor. Usually able to keep a situation from further deteriorating. Able to determine proper course of action and takes it.

7 – **Superior** – Maintains self-control in extreme situations. Generally able to bring order under any circumstances without assistance. Determines best course of action and takes it.

4. OFFICER SAFETY: GENERAL - Evaluates the trainee's ability to perform tasks without injuring self or exposing others to potential dangers or risks.

1 – **Unacceptable** – Fails to follow accepted safety procedures and practices as outlined in the following list. Fails to follow agency-specific safety procedures and practices not included in the following list.

- a. Exposes weapon/s (firearm, impact weapon, pepper spray, etc.).
- b. Fails to keep weapon hand free during enforcement situation.
- c. Stands in front of violator's vehicle door.
- d. Fails to control suspect's movements.
- e. Fails to keep violator/suspect in sight.
- f. Fails to use illumination when necessary.
- g. Fails to advise the communication center/dispatch when leaving vehicle.
- h. Fails to utilize personal safety equipment properly.
- i. Fails to maintain personal safety equipment properly.
- j. Does not foresee potentially dangerous situations.
- k. Points firearm at other officers.
- l. Stands too close to passing vehicular traffic.
- m. Stands in front of door when knocking.
- n. Fails to have weapon ready when appropriate.
- o. Fails to cover other officers.
- p. Fails to search police vehicle prior to duty.
- q. Fails to search police vehicle after transporting.
- r. Fails to check police vehicle equipment.
- s. Fails to position vehicle properly on car stops/ answering calls.
- t. Fails to maintain awareness of the activities of other officers.
- u. Fails to maintain a zone of safety (bladed stance, reactionary gap).

v. Fails to select/utilize cover and/or concealment appropriately.

4 – **Acceptable** – Understands the principles of officer safety. Generally applies the principles of officer safety.

7 – **Superior** – Always maintains a safe position. Always watchful on the approach to a call and able to do the same for partner. Does not become paranoid or overconfident. Recognizes potentially dangerous situations and prepares for them. Keeps partner informed.

5. OFFICER SAFETY: SUSPECTS, SUSPICIOUS PERSONS, AND PRISONERS - Evaluates the trainee's ability to perform officer safety principles correctly when dealing with suspicious persons, suspects, and prisoners.

1 – **Unacceptable** – Frequently violates the principles of officer safety as outlined in SEG #4. Fails to “pat-search”. Confronts people while seated in police vehicle. Fails to handcuff when appropriate. Conducts poor searches. Fails to maintain a position of advantage to prevent attack or escape.

4 – **Acceptable** – Understands the principles of officer safety and generally applies them when dealing with suspects, suspicious persons, and prisoners. Generally displays an awareness of potential danger from suspects, suspicious persons, and prisoners. Maintains a position of advantage.

7 – **Superior** – Always maintains a position of advantage and is alert to changing conditions. Foresees potentially dangerous situations and prepares for them.

6. CONTROL OF CONFLICT: VOICE COMMAND - Evaluates the trainee's ability to gain and maintain control of a situation through verbal skills (commands and instructions).

1 – **Unacceptable** – Inappropriate voice inflection (Example: too soft, too loud, confused, indecisive, timid, overbearing, impatient, arrogant). Poor officer bearing. Confuses or angers listeners by what is said or how it is said. Fails to use “voice skills” appropriately.

4 – **Acceptable** – Generally speaks with authority. Speaks in a calm, clear voice. Uses appropriate words and voice skills.

7 – **Superior** – Is able to control situations utilizing voice and language skills (tone, word selection, inflection) and body language/bearing.

7. CONTROL OF CONFLICT: PHYSICAL SKILL - Evaluates the trainee's ability to gain and maintain control of situations through physical skills.

1 – **Unacceptable** – Physically unable to perform the task. Cowardly. Uses too little or too much force for given situation. Does not utilize appropriate technique(s). Does not engage or overreacts.

- 4 – **Acceptable** – Generally is able to gain and maintain control through the application of the appropriate technique(s).
- 7 – **Superior** – High level of knowledge and ability to use the correct technique(s) as appropriate.

8. USE OF FORCE - Evaluates the trainee's ability to properly apply the Force Continuum.

- 1 – **Unacceptable** – Uses too little or too much force for the given situation. Fails to engage. Unable to ID pre-attack cues. Fails to engage. Does not request additional assistance when needed. Entices confrontations or escalates situations inappropriately. Is unable to perform the task.
- 4 – **Acceptable** – Maintains control using reasonable force. Applies appropriate force by policy. De-escalates force when resistance is overcome. Precedes application of force with appropriate verbalizations.
- 7 – **Superior** – Always prepared to use the appropriate level of force to facilitate control. Adept in the proper use of force for the given situation. Always uses appropriate verbalizations.

FREQUENT PERFORMANCE TASKS

9. DRIVING SKILL: NON-STRESS CONDITIONS - Evaluates the trainee's skill in motor vehicle operation under normal and routine driving conditions. Is the trainee safe and prudent?

- 1 – **Unacceptable** – Violates traffic laws. Involved in avoidable crash(es). Does not multi-task while driving. Fails to maintain control of the vehicle. Speed too fast or slow for conditions.
- 4 – **Acceptable** – Generally maintains control of the vehicle while being alert to activity outside of the vehicle. Generally practices defensive driving techniques. Usually able to multi-task.
- 7 – **Superior** – Consistently maintains control of the vehicle while exhibiting lawful and courteous driving. Able to multi-task. Practices defensive driving.

10. ORIENTATION SKILL: NON-STRESS CONDITIONS - Evaluates the trainee's awareness of their surroundings and their ability to find locations and arrive at destinations within an acceptable period of time during normal/routine situations.

- 1 – **Unacceptable** – Unaware of location. Becomes disoriented and/or lost. Unable to relate location to destination. Does not use map or other locator devices. Unable to

determine compass directions in tactical situation. Takes too long to arrive at location. Selects inappropriate route to location.

4 – **Acceptable** – Usually aware of location. Is able to relate location to destination. Uses maps and other locator devices correctly. Demonstrates good sense of direction in tactical situation. Takes best route. Arrives within an acceptable period of time.

7 – **Superior** – Generally responds quickly by the most acceptable route. Does not need to refer to maps. Rarely disoriented. Usually aware of shortest routes. Remembers locations from previous calls.

11. FIELD PERFORMANCE: NON-STRESS CONDITIONS - Evaluates the trainee's ability to do the job under normal working conditions.

1 – **Unacceptable** – Becomes emotional (panic-stricken, confused, loses temper, disoriented). Unable to function. Does not engage. Overreacts. Does not complete the call. Takes wrong course of action.

4 – **Acceptable** – Generally exhibits a calm and controlled demeanor. Usually able to keep a situation from further deteriorating. Able to determine the proper course of action and takes it.

7 – **Superior** – Maintains self-control in extreme situations. Generally able to bring order without assistance. Able to determine the best course of action and take it.

12. PROBLEM SOLVING/DECISION MAKING - Evaluates the trainee's performance in terms of ability to identify and resolve problems, perceive accurately and form valid conclusions, and arrive at sound judgments based upon facts available.

1 – **Unacceptable** – Is indecisive. Acts without thought. Relies on others to make decisions. Naïve. Does not reason through a problem before coming to a conclusion. Does not recall previous solutions and apply them in like situations.

4 – **Acceptable** – Is generally able to reason out problems and make own decisions in routine or normal situations. Makes reasonable decisions based upon available information. Perceives situations as they really are.

7 – **Superior** – Able to reason through complex situations. Foresees problems and arrives at advance solutions.

13. SELF-INITIATED FIELD ACTIVITY - Evaluates the trainee's interest and ability to recognize and initiate their own work activity.

1 – **Unacceptable** – Does not see or avoids activity. Rationalizes suspicious circumstances. Fails to follow up. Handles only radio-dispatched situations. Does not assist others.

4 – **Acceptable** – Frequently recognizes and takes action on non-assigned tasks. Displays inquisitiveness. Readily assists others.

7 – **Superior** – Cultivates intelligent sources within the agency. Utilizes information from briefings to make cases. Seldom misses observable activity.

14. PATROL PROCEDURES - Evaluates the trainee's ability to provide effective counter-measures to patrol zone problems.

1 – **Unacceptable** – Does not identify patrol zone problems. Does not take corrective action on observed hazards. Does not have a patrol plan. Does not use available resources to assess the extent of patrol zone problems. Does not interact with patrol zone residents and businesses.

4 – **Acceptable** – Frequently identifies patrol zone crime and neighborhood nuisance problems. Takes corrective action on observed problems. Has a patrol plan. Uses available resources to identify and address problems. Interacts with patrol zone residents and businesses.

7 – **Superior** – Usually demonstrates a high skill level in identifying crime and nuisance problems. Takes action on observed problems. Utilizes an aggressive patrol plan and interacts with patrol zone residents and businesses to impact crime.

15. INVESTIGATIVE PROCEDURES - Evaluates the trainee's ability to protect the scene, control activities, gather and document information and preserve evidence at a crime scene.

1 – **Unacceptable** – Does not protect the scene. Does not connect suspect with evidence when apparent. Makes frequent mistakes when identifying, collecting and submitting evidence. Unable to accurately diagnose offense. Does not conduct a basic investigation. Improperly conducts an investigation. Lacks skill in collecting fingerprints.

4 – **Acceptable** – Is generally accurate in identifying the offense committed. Follows proper investigatory procedures in routine cases. Connects evidence with suspect when apparent. Is able to collect readable fingerprints in routine situations. Correctly identifies, collects and submits evidence.

7 – **Superior** – Usually accurate in offense identification. Has a high level of skill in the identification, collection and submission of evidence. Always follows proper procedures. Is able to collect readable fingerprints from many surface types.

16. INTERVIEW & INTERROGATION SKILLS - Evaluates the trainee's ability to use proper and lawful interview and interrogation skills.

- 1 – **Unacceptable** – Frequently does not issue a Miranda warning appropriately. Does not use proper questioning techniques. Does not elicit and/or record information. Does not establish appropriate rapport. Does not control the interview. Does not follow agency policies.
- 4 – **Acceptable** – Generally uses proper questioning techniques. Elicits and records information. Establishes proper rapport and controls the interview. Follows procedures. Issues Miranda when appropriate.
- 7 – **Superior** – Always conducts thorough interviews, uses Miranda appropriately, identifies body language cues, uses proper questioning techniques, establishes rapport and controls the interview.

17. TECHNOLOGY: COMPUTER, RADAR, IN-CAR CAMERA, BREATH TESTING - Evaluates the trainee's ability to correctly and appropriately use specialized technology and equipment as provided by the agency. Specify the type of equipment when giving D.O.R. ratings and narratives.

- 1 – **Unacceptable** – Frequently makes mistakes. Seldom uses or does not use reference manuals. Frequently requires assistance.
- 4 – **Acceptable** – Generally able to utilize equipment accurately. Is able to use reference manuals to find answers to questions. Follows correct procedures. Discovers and corrects mistakes.
- 7 – **Superior** – Seldom makes mistakes when using specialized equipment. Seldom needs to refer to manuals.

18. ROUTINE FORMS: ACCURACY AND COMPLETENESS - Evaluates the trainee's ability to select and correctly complete the appropriate form.

- 1 – **Unacceptable** – Frequently unable to select the proper form for the given situation. Turns in incorrect and/or incomplete forms. Requires a high level of assistance. Is unaware a form is required.
- 4 – **Acceptable** – Generally able to select the appropriate most commonly used forms. Understands the format and completes forms with reasonable accuracy. Seldom needs assistance.
- 7 – **Superior** – Consistently and rapidly completes detailed forms with no assistance. Seldom needs correction.

19. REPORT WRITING: ORGANIZATION/ DETAILS - Evaluates the trainee's ability to prepare an organized and detailed report that accurately reflects a situation.

- 1 – **Unacceptable** – Unable to organize events and reduce them to written form. Does not report information in a logical sequence. Needs frequent assistance.

4 – **Acceptable** – Generally is able to complete reports that organize information in a logical sequence and include all of the necessary elements of the situation. Occasionally needs correction.

7 – **Superior** – Usually reports contain a complete and detailed account of what occurred from beginning to end. Reports written and organized so that the reader will understand what occurred. Seldom needs correction.

20. REPORT WRITING: GRAMMAR/ SPELLING/ NEATNESS - Evaluates the trainee's ability to produce a neat, sequenced, and factual report with correct grammar and spelling.

1 – **Unacceptable** – Reports are frequently illegible, contain incomplete sentences, and misspelled words. Requires constant checking.

4 – **Acceptable** – Usually produces reports with correct grammar, spelling, and neatness. Occasionally requires assistance and makes mistakes. Errors, if present, do not impair understanding.

7 – **Superior** – Consistently produces reports that are very neat and legible with no spelling mistakes. Excellent grammar.

21. REPORT WRITING: APPROPRIATE TIME USED - Evaluates the trainee's ability to produce a report within an acceptable period of time.

1 – **Unacceptable** - Usually requires an excessive amount of time to complete a basic report/form. (Three or more times the amount of time the average tenured officer would take for a similar report.)

4 – **Acceptable** – Usually completes basic reports/forms within a reasonable amount of time. (The time it would take the average tenured officer for a similar report.)

7 – **Superior** – Completes basic reports/forms as quickly as a skilled veteran officer.

22. RADIO: USE OF COMMUNICATION CODES & PROCEDURES - Evaluates the trainee's ability to correctly understand and apply policy and procedures.

1 – **Unacceptable** – Frequently misinterprets code definitions or uses the wrong 10-code and/or phonetic alphabet. Makes frequent mistakes in policy or procedure. Uses incorrect frequencies and/or does not follow proper radio etiquette. Fails to listen prior to transmitting and cuts others off on the radio.

4 – **Acceptable** – Has a good working knowledge of most commonly used codes, frequencies, and radio procedures. Occasionally needs correction. Uses a “code sheet” when necessary. Generally follows policy and procedures.

- 7 – **Superior** – Always follows policy and proper procedure. Uses codes/phonetic alphabet with ease. Seldom makes mistakes or needs to be corrected or refer to “code sheet”.

23. RADIO: LISTENS AND COMPREHENDS TRANSMISSIONS - Evaluates the trainee’s ability to hear his/her call sign and awareness of radio traffic involving other cars and officers.

- 1 – **Unacceptable** – Frequently misses car/officer call-sign and is unaware of radio traffic in adjoining jurisdictions/areas. Frequently asks for transmissions to be repeated. Frequently begins radio transmissions while another car/unit is peaking (AKA: walking over another unit).
- 4 – **Acceptable** – Generally copies radio transmission to him/her and is aware of adjoining jurisdictions/areas radio traffic. Occasionally asks for a transmission to be repeated.
- 7 – **Superior** – Almost always comprehends radio transmissions and is aware of adjoining jurisdictions/areas radio traffic. Seldom asks for a transmission to be repeated. Mostly asks only for radio transmissions to be repeated if the lack of understanding is due to poor radio reception or emergent circumstances that prevents the trainee from hearing the original transmission.

24. RADIO: ARTICULATION OF TRANSMISSIONS - Evaluates the trainee’s ability to communicate with others via the police radio.

- 1 – **Unacceptable** – Does not preplan transmissions. Volume/tone of transmission is incorrect (i.e. screams when it should be a non-stressful transmission and/or whispers). Frequently mumbles, speaks too quickly or too slowly. Frequently asked to repeat transmissions. Uses microphone incorrectly. Timid. Extends radio transmission to be very lengthy.
- 4 – **Acceptable** – Generally uses clear, complete and concise transmission. Is seldom asked to repeat a transmission.
- 7 – **Superior** – Transmits clearly, calmly, concisely, and completely even in stressful situations.

KNOWLEDGE

Department Policy & Procedure

25. KNOWLEDGE OF DEPARTMENT POLICY & PROCEDURE REFLECTED IN FIELD PERFORMANCE - Evaluates trainee's knowledge of agency policies and procedures and his/her ability to apply them in the field.

- 1 – **Unacceptable** – Fails to demonstrate knowledge of common agency policies and procedures. Requires frequent correction.
- 4 – **Acceptable** – Familiar with and applies the most commonly used agency policies and procedures. Requires occasional correction.
- 7 – **Superior** – Familiar with and applies the most commonly used agency policies and procedures. Also familiar with some seldom used policies and procedures. Seldom needs correction.

26. KNOWLEDGE OF DEPARTMENT POLICY & PROCEDURE REFLECTED BY VERBAL, WRITTEN, OR SIMULATED TESTING - Evaluates the trainee's knowledge of agency policies and procedures and his/her ability to apply them in the field.

- 1 – **Unacceptable** – Scores lower than 70% on verbal tests, written tests and simulations.
- 4 – **Acceptable** – Scores 70%- 90% on verbal tests, written tests and simulations.
- 7 – **Superior** – Scores above 90% on verbal tests, written tests and simulations.

Criminal Statutes

27. KNOWLEDGE OF CRIMINAL STATUTES REFLECTED IN FIELD PERFORMANCE - Evaluates the trainee's knowledge of criminal statutes and his/her ability to apply them in the field.

- 1 – **Unacceptable** – Frequently does not know the elements of the commonly used statutes. Does not recognize criminal offenses. Requires frequent correction.
- 4 – **Acceptable** – Generally has a working knowledge of the most commonly used statutes and is able to relate elements to observed activity in the field. Can differentiate between criminal and non-criminal activity. Needs occasional correction.
- 7 – **Superior** – Displays outstanding knowledge of statutes and their elements. Is able to apply statutes in common and unusual cases. Seldom needs correction.

28. KNOWLEDGE OF CRIMINAL STATUTES REFLECTED BY VERBAL, WRITTEN, OR SIMULATED TESTING - Evaluates the trainee's knowledge of criminal statutes and his/her ability to apply them in the field.

- 1 – **Unacceptable** – Scores lower than 70% on verbal tests, written tests and simulations.
- 4 – **Acceptable** – Scores 70%- 90% on verbal test, written tests and simulations.
- 7 – **Superior** – Scores above 90% on verbal tests, written tests and simulations.

Resources & Alternatives

29. KNOWLEDGE OF RESOURCES AND ALTERNATIVES REFLECTED THROUGH FIELD PERFORMANCE - Evaluates the trainee's knowledge of and ability to use referral agencies and other resources to resolve patrol zone problems.

- 1 – **Unacceptable** – Does not know, or does not use, the most common referral agencies.
- 4 – **Acceptable** – Demonstrates an awareness of the most common referral agencies and uses them appropriately.
- 7 – **Superior** – Demonstrates high level of familiarity with the most common referral agencies. Seeks information on less well-known agencies. Actively works to maintain a network of referral agencies. Actively works to maintain a network of referral agency contacts.

30. KNOWLEDGE OF RESOURCES AND ALTERNATIVES RELECTED BY VERBAL, WRITTEN, OR SIMULATED TESTING - Evaluates the trainee's knowledge of and ability to use referral agencies and other resources to resolve patrol zone problems.

- 1 – **Unacceptable** – Scores lower than 70% on verbal tests, written tests and simulations.
- 4 – **Acceptable** – Scores 70%- 90% on verbal test, written tests and simulations.
- 7 – **Superior** – Scores above 90% on verbal tests, written tests and simulations.

Traffic Statutes

31. KNOWLEDGE OF TRAFFIC STATUTES REFLECTED IN FIELD PERFORMANCE - Evaluates the trainee's knowledge of traffic statutes and his/her ability to apply them in the field.

- 1 – **Unacceptable** – Frequently does not know the elements of the commonly used statutes. Does not recognize violations. Requires frequent correction.

4 – **Acceptable** – Generally has a working knowledge of the most commonly used statutes and is able to identify violations. Needs occasional correction.

7 – **Superior** – Displays outstanding knowledge of statutes and their elements. Is able to apply statutes in common and unusual cases. Seldom needs correction.

32. KNOWLEDGE OF TRAFFIC STATUTES REFLECTED BY VERBAL, WRITTEN, OR SIMULATED TESTING - Evaluates the trainee's knowledge of traffic statutes and his/her ability to apply them in the field.

1 – **Unacceptable** – Scores lower than 70% on verbal tests, written tests and simulations.

4 – **Acceptable** – Scores 70%- 90% on verbal test, written tests and simulations.

7 – **Superior** – Scores above 90% on verbal tests, written tests and simulations.

ATTITUDE & RELATIONSHIPS

33. ACCEPTANCE OF FEEDBACK: FTO & FIELD TRAINING AND EVALUATION PROGRAM (FTEP) - Evaluates the manner in which the trainee receives and responds to feedback.

1 – **Unacceptable** – Rationalizes mistakes. Denies that errors were made. Argumentative. Does not make corrections. Responds to criticism negatively. Avoids feedback.

4 – **Acceptable** – Accepts feedback in a professional and positive manner. Applies it to improve performance and further learning. Frequently seeks feedback.

7 – **Superior** – Actively seeks feedback to further learning and improve performance. Does not argue with the FTO. Does not blame other people or things for mistakes.

34. ATTITUDE TOWARD POLICE WORK THE JOB/ POLICE WORK/ AGENCY - Evaluates the trainee's quality of job interest and acceptance of responsibility. Evaluates how appropriately he/she handles issues such as power, authority and ego.

1 – **Unacceptable** – Uses the job to boost ego. Abuses authority. Appears disinterested. Lacks motivation. Resistant to assignments. Belittles the agency.

4 – **Acceptable** – Displays an active interest in learning about the job. Does not abuse authority. Actively developing professional style that incorporates core values and high ethical standards.

7 – **Superior** – Utilizes off-duty time to further professional knowledge. Actively solicits assistance to increase knowledge and improve skills. Maintains high ideals toward professional responsibilities.

35. RELATIONSHIPS: CITIZENS IN GENERAL - Evaluates the trainee's ability to interact with citizens in an appropriate and efficient manner.

- 1 – **Unacceptable** – Does not perform the “service” aspect of the job. Abrupt. Belligerent. Uncommunicative. Aggressive “non-verbal” skills. Insensitive. OR introverted. Poor “non-verbal” skills. Insensitive. Overly sympathetic.
- 4 – **Acceptable** – Courteous. Friendly. Sympathetic. Communicates in a professional and unbiased manner. Good “non-verbal” skills. Service oriented.
- 7 – **Superior** – Establishes rapport easily and is always objective. Appears to be at ease in any person-to-person situation. Excellent “non-verbal” skills.

36. RELATIONSHIPS: SUPERVISORS & CO-WORKERS - Evaluates the trainee's ability to effectively interact with agency members including the various ranks and assignments.

- 1 – **Unacceptable** – Insubordinate. Antagonistic. Patronizing. Gossips. Argumentative. Sarcastic. Fawns over others. Resists instruction. Considers self-superior. Not a team player. Argues with the FTO or other superior officers. Belittles the FTO or other employees in front of or to others. Does not adhere to the chain of command.
- 4 – **Acceptable** – Is able to establish a good working relationship with the FTO. Understands and adheres to the chain of command. Respects superior officers and co-workers. Works actively to be accepted as a member of the “team.”
- 7 – **Superior** – Always at ease with all agency members and displays appropriate respect and consideration for their position. Peer group leader. Actively assists others.

37. RELATIONSHIPS: ETHNIC/ CULTURAL/ SOCIAL GROUPS OTHER THAN OWN - Evaluates the trainee's ability to interact effectively and appropriately with members of ethnic/ cultural/ social groups other than their own.

- 1 – **Unacceptable** – Hostile or too sympathetic. Prejudicial, subjective and biased. Ineffective. Causes problems for the agency as a result of his/her treatment of group members.
- 4 – **Acceptable** – Generally at ease with members of other ethnic/cultural /social groups. Uses his/her understanding of these groups to help resolve issues.
- 7 – **Superior** – Always objective and at ease dealing with members of different groups. Uses his/her understanding of these groups to help resolve issues.

APPEARANCE

38. GENERAL APPEARANCE - Evaluates the trainee's physical appearance, dress, demeanor and equipment.

- 1 – **Unacceptable** – Soiled and/or wrinkled uniform. Dirty shoes. Uniform does not fit. Uniform improperly worn. Hair, piercing, etc in violation of agency's personal grooming regulations/policy. Dirty weapon. Dirty equipment. Equipment is missing or inoperative. Offensive body odor and/or breath. Poor presence.

- 4 – **Acceptable** – Uniform is neat and clean. Uniform fits and is properly worn. Uniform brass is clean and correctly positioned. Weapon passes inspection. Leather clean. Well-groomed hair. Shoes clean. All required equipment is present. Professional bearing.

- 7 – **Superior** – Uniform, weapon, equipment is clean. As appropriate, leather/brass is shined. Highly-shined shoes. Command bearing.