

## VALUES

### **Constant Commitment to Excellence:**

Takes timely action in regard to tasks or information; works to eliminate mistakes; looks for, and embraces, opportunities for organizational improvements; actively seeks to provide prompt, efficient, and courteous service; shows initiative.

### **High Personal Standard of Integrity:**

Avoids any impropriety, bias, or conflict of interest; follows through on commitments; is truthful; shows good judgment in decisions made.

### **Positive and Constructive Attitude and Actions:**

Maintains constructive communication with others; supports co-workers, customers, and clients; expresses appreciation for the efforts and work of others; is constructive and helpful.

### **Openness to New Learning:**

Open to new ideas and trying new ways of doing things; open to the idea that a given view or opinion is often made better by the input of others; open to the challenge of unfamiliar tasks and problems.

### **Dedication to the Success of Others:**

Aids in the growth and success of colleagues; treats all people with respect and dignity; views the success of the whole as a personal success; gives the assumption of good intent to others.

## CORE COMPETENCIES

### **Demonstrates Responsibility & Accountability:**

Cares for and maintains equipment/facilities; conserves supplies and funds; takes responsibility and is reliable for completing assigned tasks; acknowledges and corrects mistakes; adheres to the expectations of their supervisor.

### **Demonstrates Professional Composure:**

Demonstrates calm, dignity and self control under pressure; defuses situations with empathy and respect.

### **Demonstrates Effective Interpersonal Relationships:**

Works to gain the trust of others; demonstrates courtesy, and civility; is open and transparent with tact; is sensitive and attentive while doing active listening; promptly and effectively deals with conflict; shares opinions while respecting the differing opinions of others.

### **Demonstrates Productive Communication:**

Demonstrates good oral, written, and listening skills; contributes to effective meetings; clearly and accurately shares information.

### **Demonstrates Support of Their Team:**

Shows respect for team leadership; promotes a friendly climate, good morale, and cooperative team relationships; values all team members.

### **Demonstrates Self-Improvement:**

Participates in training and development opportunities; welcomes new learning and the challenge of unfamiliar tasks; seeks to do the job better.

### **\*Demonstrates Motivating Others:**

Inspires, motivates, and guides others toward accomplishing their work; gives recognition for contributions.

### **\*Demonstrates Developing Others:**

Clearly defines expectations; invests time and effort to improve performance; knows all direct reports and recognizes unique skills and temperament of each; uses an array of development tools; links individual performance to organizational goals.

\*Supervisors Only