

Accountability

Demonstrates a strong sense of ownership and responsibility for assigned tasks, decisions, and outcomes, ensuring commitments are met with integrity and a proactive approach to problem-solving.

- Consistently meets deadlines, ensuring accurate and timely completion of tasks.
- Takes initiative in addressing challenges, demonstrating a solutions-oriented mindset without undue reliance on others.
- Communicates openly about progress, challenges, and outcomes, fostering transparency within the team and with stakeholders.
- Acknowledges errors promptly, takes responsibility and actively seeks opportunities to learn and improve from mistakes.
- Honors commitments made to colleagues, stakeholders, and superiors, ensuring promises are kept and expectations are consistently met or exceeded.

Adaptability

Demonstrates flexibility and resilience in the face of change, readily adjusting to new situations and proactively seeking growth opportunities.

- Demonstrates the ability to adapt decision-making approaches based on changing situations, showcasing flexibility in response to new information.
- Proactively seeks opportunities for learning and growth, displaying a positive attitude toward change and a willingness to embrace new challenges.
- Navigates challenges with agility, employing creative and flexible problem-solving strategies to address unforeseen obstacles.
- Collaborates openly with others, considering diverse perspectives and incorporating feedback to adapt and improve work processes.
- Demonstrates resilience in the face of setbacks, quickly recovering and adjusting strategies to overcome adversity.

Communication

Effectively conveys ideas and information through clear and concise communication, fostering understanding and collaboration.

- Effective in various communication settings: One-on-one, in small and large groups, or among different styles and position levels.
- Attentively listens to others.
- Provides timely and helpful information to others across the organization.
- Encourages the open expression of ideas and opinions.
- Tailors communication to the audience.

Customer/Quality Focus

Demonstrates an unwavering commitment to stakeholders' satisfaction and success, prioritizing delivering high-quality services and experiences. Strives to understand and exceed the unique needs and expectations of the target audience, fostering a culture of continuous improvement and excellence—upholds quality standards in all aspects of work, contributing to a positive and impactful organizational environment.

- Demonstrates a commitment to delivering work, products, or services of the highest quality, exceeding established standards.
- Champions a culture of continuous improvement, proactively identifying opportunities to enhance processes, products, or services.
- Approaches challenges with a resourceful mindset, addressing issues efficiently to maintain or improve the quality of deliverables.
- Takes ownership of customer issues, ensuring timely resolution and satisfaction.
- Collaborates cross-functionally to identify and implement quality enhancement initiatives.

Functional Expertise

Demonstrates an in-depth and comprehensive grasp of the specific skills and knowledge essential for the role.

- Demonstrates mastery and excellence in completing assigned tasks, showcasing proficiency in job-related responsibilities.
- Stays well-informed about industry trends, applying this knowledge to enhance job performance and contribute to organizational success.
- Actively seeks opportunities for continuous learning, staying abreast of new technologies, methodologies, and industry advancements.
- Shares valuable expertise and insights with colleagues, contributing to a collaborative and knowledge-sharing culture within the team.
- Takes initiative to tackle complex problems, showcasing problem-solving skills contributing to effective decision-making and innovation.

Leadership

Exemplifies the ability to inspire and guide others toward a shared vision, fostering a positive and high-performing team culture. Demonstrates strategic thinking, effective communication, and the capacity to empower team members to achieve shared goals.

- Actively seeks opportunities to observe and learn from leaders in various roles, demonstrating a proactive approach to leadership development.

Human Resources

- Actively participates in coaching circles, providing constructive feedback to peers, and showcasing a commitment to mutual growth and development.
- Engages in workshops to align personal career goals with organizational objectives, demonstrating a strategic mindset and forward-thinking approach.
- Displays openness and willingly accepts and embraces development moves, fostering a growth-oriented mindset.
- Develops skills in providing effective and constructive feedback to peers, actively contributing to a continuous improvement and learning culture.

Building Relationships:

Demonstrates a commitment to fostering positive relationships within the organization. Actively promotes an environment of civility where everyone feels respected, valued, and appreciated.

- Engages in active listening and open communication to understand the needs and concerns of others.
- Facilitates resolution by understanding different perspectives and finding common ground.
- Encourages collaboration and teamwork that breaks down silos and promotes a cooperative approach.
- Actively listens to others without judgment, creating a space where different perspectives are valued.
- Maintains a calm and professional demeanor during conflicts, setting a positive example for others.