

Corporate Desired Behaviors To Achieve Our Vision

Judgment

Judgment: Applies broad knowledge and experience when addressing issues; defines strategic issues clearly, applies critical information when making decisions.

Teamwork

Works collaboratively with co-workers and contributes to positive intra- and inter-department relationships. Leads co-workers to act on customer objectives and needs, achieving consensus on decisions and actions.

Customer Interaction / Service

Courteously considers the desires and needs of internal and external Customers. Continuously aware of problems and improvement opportunities and acts accordingly to improve processes and service.

Motivates and Empowers People

Recognizes and reinforces positive behaviors and attributes on a personal level and among colleagues. Encourages wide spread participation in productive activity. Encourages others to express and pursue alternatives to achieve the desired results.

Acts with Responsibility

Acts in an accountable and responsible way. Takes ownership of the problem and looks for a solution. Holds self and others accountable for actions and commitment in meeting business objectives.

Drives Execution

Assigns clear responsibility and accountability; directs action and change; integrates efforts across the various functions within the company and tracks results to ensure achievement of desired outcomes..

Managing Change

Takes and encourages actions that are new and improve existing approaches, processes and systems. Recognizes, understands and leads during times of change even when there is uncertainty, ambiguity and / or adversity. Appropriately takes actions individually, in collaboration with others and at others' request to facilitate change.