

Award Guiding Principles

Service Excellence	Teamwork
<ul style="list-style-type: none"> • “Service with a smile” • Timely response and follow through • Manages expectations • Anticipates and understands customer needs • Negotiates reasonable deadlines • Educates customers while providing exceptional service • Takes ownership by asking clarifying questions • Discusses and alleviates customer concerns • Able to provide options – pros and cons 	<ul style="list-style-type: none"> • Positive attitude (plays well with others) • Listens well to others • Seeks to understand other points of view without judgment • Reliable and accountable • Inclusive <ul style="list-style-type: none"> • Acknowledges others and is aware and encouraging of their contributions and expertise • Consistently prepared, and ready to participate • Willingness to step in and help <ul style="list-style-type: none"> • Carries their weight and then some • Well organized • Takes initiative to keep project moving
Continuous Improvement	Promotes Inclusion and Diversity
<p>Work Improvement:</p> <ul style="list-style-type: none"> • Identifies problems and issues • Brings the right people to the table and into the conversation process to identify solutions • Willingness to venture into new areas • Ability to question a process • Ability to see all sides of an issue • Likes to make things better, simpler, easier to do <p>Self-improvement:</p> <ul style="list-style-type: none"> • Self-reflective and takes stock of qualities needed in their role • Takes initiative for own professional development • Transfers and applies knowledge gained from classes and other learning experiences in a useful way to their work 	<ul style="list-style-type: none"> • Gets multiple perspectives from diverse populations and values them • Encourages and is respectful of different opinions, styles and points of view • When applicable, proactively seeks to identify and include underrepresented groups • Keeps an open mind and an unbiased approach