

CORE BEHAVIOR EXPECTATIONS FOR EMPLOYEES

DELIVERING RESULTS	
SUBCOMPETENCIES	BEHAVIOR EXPECTATIONS
<ul style="list-style-type: none"> <input type="checkbox"/> Productivity/ Efficiency <input type="checkbox"/> Time Management <input type="checkbox"/> Meeting Deadlines 	<p>a) Productivity/Efficiency: Uses work time effectively; avoids excessive talking, multiple personal phone calls, and internet surfing; keeps appointments on time; responds to external and internal customers (returns phone calls and emails) in a timely manner.</p> <p>b) Time Management: Manages workload; demonstrates ability to prioritize assignments by meeting routine and unexpected deadlines; handles multiple tasks and deadlines.</p> <p>c) Meeting Deadlines: Overcomes obstacles and roadblocks; commits fully to the job and deadlines; concentrates on outcomes; eliminates unnecessary work to achieve right results.</p>
PROBLEM SOLVING	
SUBCOMPETENCIES	BEHAVIOR EXPECTATIONS
<ul style="list-style-type: none"> <input type="checkbox"/> Flexibility and Adaptability <input type="checkbox"/> Decision Making <input type="checkbox"/> Innovation/ Future Oriented <input type="checkbox"/> Critical Thinking 	<p>a) Flexible and Adaptable: Adapts to change quickly shortening response time of all processes and systems; modifies plans and goals to meet changing institutional demands; transitions to new business processes; participates in implementing change and applies process improvement changes.</p> <p>b) Decision Making: Recognizes when to make a decision independently and when to consult the supervisor; considers university and department mission and values when making decisions.</p> <p>c) Innovation/Future Oriented: Actively applies new knowledge skills and use of technology; embraces automation and re-engineering to improve efficiency and efficacy; seeks out additional training.</p> <p>d) Critical Thinking: Capitalizes on, contributes to, and identifies opportunities to reduce costs, improve customer service, increase productivity and increase customer satisfaction.</p>
COMMUNICATION	
SUBCOMPETENCIES	BEHAVIOR EXPECTATIONS
<ul style="list-style-type: none"> <input type="checkbox"/> Oral, Written, Non-Verbal Communication <input type="checkbox"/> Interpersonal Skills <input type="checkbox"/> Active Listening 	<p>a) Oral, Written, Non-Verbal Communication: Possesses a solid writing ability demonstrating attention to grammar and spelling; communicates clearly, tactfully, and in a concise manner both verbally and in writing including responding to e-mail, voicemail, and in meetings; uses appropriate communication channels and consults with supervisor about relevant information and potentially sensitive issues.</p> <p>b) Interpersonal Skills: Gains cooperation and earns respect from others; encourages positive interaction; appropriately handles own emotions and conflict; steers conflict away from people and issues, and towards agreement and solutions; demonstrates resilience, open mindedness and self- awareness.</p> <p>c) Active Listening: listens to others and considers the views of others; demonstrates appropriate empathy and understanding of message when listening; able to paraphrase message to check for understanding; understands audience awareness and body language; avoids interrupting unnecessarily.</p>

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COLLABORATION

SUBCOMPETENCIES	BEHAVIOR EXPECTATIONS
<ul style="list-style-type: none"> <input type="checkbox"/> Team/ Network Building <input type="checkbox"/> Information Sharing 	<p>a) Team/Network Building: Works across departmental boundaries and avoids turf issues; exhibits brainstorming techniques and successfully collaborates in a team environment; builds internal and external partnerships to better accomplish goals; maintains good working relationships with co-workers, superiors and public.</p> <p>b) Information Sharing: Willingness to share knowledge, experience, time and talents with others and work in a team environment; disseminates needed information to staff in timely manner.</p>

SERVICE TO CUSTOMER AND LSU

SUBCOMPETENCIES	BEHAVIOR EXPECTATIONS
<ul style="list-style-type: none"> <input type="checkbox"/> Customer Focus <input type="checkbox"/> Institutional Focus 	<p>a) Customer Focus: Provides exceptional and responsive customer service to internal and external clients; resolves issues and assists employees and clients in timely, friendly and effective manner when they request help; assumes ownership of problems and avoids finger pointing allowing the customer to feel that their issue is understood and will be acted upon.</p> <p>b) Institutional Focus: Supports LSU's mission of achieving the highest level of intellectual and personal development; application of knowledge, and cultivation of the arts; effectively responds to the university's evolving needs and expectations; represents the department and university in a professional manner to public (appropriate dress attire, respectful of others, maintains a positive attitude).</p>

INTEGRITY

SUBCOMPETENCIES	BEHAVIOR EXPECTATIONS
<ul style="list-style-type: none"> <input type="checkbox"/> Ethics <input type="checkbox"/> Compliance in Policies and Procedures <input type="checkbox"/> Attendance 	<p>a) Ethics: Reaches decisions based on highest ethical standards; fosters a culture of trust and respect for others by behaving in a fair and ethical manner towards others.</p> <p>b) Compliance: Follows generally accepted standards and guidelines for profession/area of work; adheres to university and state standards of ethics and compliance; performs job duties in accordance with University policies and procedures, professional standards and practices and in accordance to relevant laws, regulations and practices.</p> <p>c) Attendance: Maintains appropriate office hours; keeps tardiness and unplanned absences to a minimum.</p>