

QUANTITY/QUALITY of WORK		
Pays close attention to detail	Example #1:	
Strives to achieve accuracy and consistency in all tasks		
Organizes work to achieve maximum productivity		
Actively applies strategies and tactics that routinely deliver results		
Follows all safety rules, proactively works to prevent accidents, and encourages the use of sound judgment in order to comply with departmental and UMMS safety policies and procedures		Example #2:
Produces a consistently high volume of work that also meets quality standards		
SERVICE ORIENTATION		
Applies effective interpersonal and problem-solving skills when responding to clients	Example #1:	
Treats all of our diverse internal and external clients with respect and courtesy		
Understands the needs and expectations of diverse clients and anticipates how to fulfill them		
Demonstrates cultural sensitivity and competence when interacting with clients, fellow employees, and guests	Example #2:	
Takes personal responsibility applying proactive, solution focused approaches in responding to client needs		
DIVERSITY & INCLUSION		
Understands how social group identities shape the settings in which we work	Example #1:	
Demonstrates self-awareness and the ability to see other points of view, valuing diverse experiences and ways of knowing		
Negotiates conflict and facilitates discussions with culture competence and cultural humility		
Shows commitment to continuous learning/improvement in managing diversity		
	Example #2:	



