

UF Citizen - Demonstrates commitment to the University of Florida.

The employee:

- Is knowledgeable about how his or her unit functions within the university.
- Understands the functions and services offered by the different units within UFIT.
- Understands how his or her work or goals relate to and support the mission of his or her department, UFIT and the University.
- Acts to align his or her work and decisions with the strategic direction of UFIT and the University.
- Understands the complexity of the University and takes initiative in planning his or her approach to work accordingly.

If a manager, the employee also:

- Regularly communicates about the "big picture".
- Develops goals that are aligned to support UFIT and the University's mission, working with his or her employees as appropriate.
- Explains the alignment between the University's mission and the work of UFIT to his or her employees.
- Creates transparency in decision-making to help employees understand.
- Removes obstacles that prevent employees from working as a "UF citizen".
- Facilitates the ability of employees to work with others.
- Brings other units and UFIT together to "make it work".

Teamwork - Is committed to the goal and is motivated to add energy and expertise to shared outcomes while demonstrating respect for other team member's contributions.

The employee:

- Collaborates effectively at all levels.
- Offers support for others' ideas and proposals by listening and responding respectfully and constructively to other team members' ideas, even when he or she disagrees, (e.g., by emphasizing points of agreement, suggesting alternatives that may be acceptable to the group, sharing concerns).
- Appropriately provides expertise or assistance to others when they need it.
- Contributes to the decision-making process, as appropriate, and supports the team decision.
- Understands and demonstrates that personal success is connected to team success.
- Helps create and maintain strong morale, spirit and a feeling of belonging in his or her team.

If a manager, the employee also:

- Creates and supports opportunity for teamwork between units.
- Avoids "us" versus "them" scenarios.

Competent - Possesses a combination of knowledge, skills and behaviors needed to perform the assigned job successfully.

The employee:

- Effectively demonstrates and applies knowledge and skill in a relevant functional area.
- Develops solutions to new or highly complex problems.
- Is self-directed in acquiring the knowledge and skills needed to be successful in his or her role.
- Continually improves by staying up-to-date on relevant practices and trends.
- Demonstrates expertise and is, therefore, recognized as an expert in his or her functional area.
- Communicates clearly to foster understanding.
- Applies knowledge to organizational problems in a manner consistent with prevailing best practices and standards.
- Takes into account how his or her work may impact the work of coworkers and other units.

If a manager, the employee also:

- Supports the acquisition of knowledge and skills of employees in his or her area by providing coaching or training as needed.

Organizational Responsive - Reacts or replies timely, appropriately and courteously to requests and suggestions.

The employee:

- Establishes and maintains effective relationships with internal and external customers.
- Addresses customer problems effectively and in a timely fashion.
- Identifies what needs to be done and takes action before being asked or before a situation escalates.

- Shows initiative to go “above and beyond” when appropriate.
- Seeks out others involved in the situation at hand to learn about their perspectives.
- Presents a professional, respectful, and positive manner with customers and coworkers, even in difficult situations.
- Is accountable and takes ownership. Follows through on identified problems until resolved.
- Seeks to set expectations with customers, strives to meet or exceed those expectations, and advises when delays are necessary.
- Focuses on customer satisfaction to ensure others know he or she is there to help.
- Deals effectively with angry or difficult customers or colleagues and helps defuse related situations.

If a manager, the employee also:

- Finds ways to measure and track customer satisfaction.
- Fosters the ability for individuals on his or her team to be responsive.
- Creates an environment where “responsiveness” is the norm.

Innovative - Considers new, novel, different and fresh ideas when solving problems and creating solutions.

The employee:

- Looks for new or alternative ideas from a wide range of sources.
- Monitors developments and looks for ways to support current and future business needs and opportunities.
- Develops or contributes to new products, services, methods, or approaches.
- Freely and openly shares ideas.
- Supports an environment that encourages creative thinking.
- Is aware of current trends and considers how they may impact the future.

If a manager, the employee also:

- Encourages and champions the development of new products, services, methods or procedures.
- Promotes an environment that encourages creative thinking.

Efficient - Makes the best use of resources, time and energy while using required knowledge, skill and creativity.

The employee:

- Accurately assesses the length and difficulty of tasks and projects and plans his or her work accordingly.
- Integrates planning with the work of other teams as appropriate.
- Anticipates, plans, and adjusts for problems or roadblocks.
- Evaluates work progress and/or results and makes any necessary adjustments in a timely manner.
- Develops and uses systems to organize and keep track of information, work progress, and quality.
- Sets appropriate priorities that align with the overarching organizational strategy and results.

If a manager, the employee also:

- Establishes clear policies, guidelines and procedures to meet objectives.
- Works with employees to set clear goals against which performance can be measured.
- Creates conditions that allow his or her employees to complete identified goals or adjusts goals as needed.