

# Behavioral Expectations

## **Caring: Feeling and showing concern and compassion for others.**

- I practice caring, commitment, and collaboration.
- I seek opportunities to connect with others.
- I communicate courteously and actively listen to others.
- I make eye contact, smile and speak to others.
- I choose to make every day great.
- I gladly assist customers by anticipating their needs.
- I respect others' privacy.
- I am welcoming to new team members.

## **Accountability: Taking responsibility for one's actions.**

- I adhere to the dress code.
- I go the extra mile to meet the needs of the organization.
- I am at work when scheduled.
- I keep safety front and center in all that I do.
- I accept responsibility for establishing and maintaining healthy relationships with others.
- I respond promptly to others' needs, including patient call lights.
- I answer phones and respond to emails appropriately for my area.
- I use H.E.A.R.T. service recovery to immediately address errors or complaints.
- I use A.I.D.E.T. consistently in my interactions with others.

## **Leadership: Inspiring others to engage in achieving a goal.**

- I offer solutions and contribute to improvement efforts.
- I represent my organization positively in the community.
- I do not complain about others.
- I practice personal leadership by role modeling expected behaviors.
- I view change as an opportunity for growth and focus on the positive.
- I consistently manage up others.

## **Learning: The process or experience of gaining and sharing knowledge.**

- I keep up with advancements related to my role.
- I share my knowledge with my team members and customers.
- I accept and incorporate constructive feedback.
- I participate in the majority of all department and organizational meetings.
- I am actively involved in committees or teams.

## **Integrity: Being honest and fair and doing what you say you will do.**

- I maintain confidentiality of protected information.
- I am honest, genuine and trustworthy.
- I maintain the equipment and buildings as if they were my own.
- I utilize supplies efficiently and avoid waste.
- I work when and where needed and/or take call.
- I manage my time well and do not spend time on non-work related activities.

## **Nurturing: The giving of oneself to help others.**

- I give others my full attention.
- I show empathy and understanding for others.
- I foster team work in all endeavors.
- I support growth and progressive thinking.
- I take time to care for myself through a healthy work-life balance.
- I consistently use a blameless apology and avoid blaming others.