



ANTHC Behavior Standards

Accountability

We accept our role in making responsible and sustainable decisions for our team, time, funding and property.

Takes responsibility for own actions

- The employee assumes more than his/her fair share of responsibility in dealing with a difficult situation. The employee addresses problems quickly and positively, maintains a high degree of impartiality and objectivity, and skillfully applies negotiation and mediation techniques to devise creative solutions and resolve conflicts in a productive manner.

Do what you say you will do

- The employee is exceptionally courteous and prompt in response to requests for service and assistance. The employee meets commitments and deadlines in a timely manner, and is proactive about informing others of the status of pending tasks. The employee frequently helps other employees meet their commitments and deadlines.

Communication

We respectfully and ethically interact with each other and those we serve and communicate to share information.

Listen to understand

- The employee listens carefully, asks perceptive questions, and quickly comprehends new or highly complex matters. When listening, the employee pays close attention, skillfully probing for clarification and additional information.

Speak to inform

- The employee communicates clearly, concisely, and in meaningful ways without undefined acronyms. The employee is thorough and proactive about keeping others well informed.

Quality

We strive to deliver outstanding performance in every aspect of our work.

Strive for excellence in all you do

- The employee's work demonstrates a commitment to excellence and exceeds all expectations for accuracy and thoroughness.

Learn for success

- The employee is a true continuous learner, always dedicated to enhancing his or her skills and expanding the scope of his or her knowledge. In addition, the employee helps others build their skills and knowledge by sharing his or her expertise with them.



Respect

We recognize the value in other people and treat each other with compassion.

Value your customer and each other

- The employee implements highly effective communication methods, always selecting appropriate tone, volume and body language. The employee is exceptionally mindful of using positive and appropriate words and approach when interacting with others, even in difficult and stressful situations.

Embrace differences

- The employee is exceptionally respectful and sensitive to people from different cultures; the employee promotes cross-cultural acceptance and tolerance, and the employee is proactive in fostering departmental collaboration.

Professionalism

We take pride in our work and act as a role model for others.

Role model the way

- The employee shows the highest degree of courtesy, tact, consideration, and sensitivity to customer and coworker needs. The employee displays an upbeat, positive outlook and pleasant manner under even the most trying circumstances.

Takes pride in personal appearance and work environment

- The employee behaves as an “owner,” and performs his/her work to the highest professional standards. The employee shows pride in personal appearance and hygiene, and dresses professionally. In addition, the employee’s work station and surrounding work environment is invariably clean, organized, and customer-friendly

Teamwork

We include others and utilize collective knowledge, talents and efforts to advance ANTHC’s vision.

Teamwork is everybody’s job

- The employee’s skill at balancing the needs of the team with his or her individual responsibilities is outstanding. The employee welcomes the opinions and views of others, maintaining a superior degree of objectivity. The employee always cooperates with and inspires coworkers.

If you can do it, do it!

- The employee can be trusted to act independently as needed to accomplish team goals. The employee has a “can do” attitude and does more than is expected. The employee uses professional methods to motivate others and is a true team leader.

