

ANTHC Behavior Standards



Accountability

Takes Responsibility for Own Actions
Do What You Say You Will Do



Professionalism

Role Model the Way
Takes Pride in Personal Appearance &
Work Environment



Communication

Listen to Understand
Speak to Inform



Teamwork

Teamwork is “Everybody’s Job”
If You Can Do It, Do It!



Quality

Strive for Excellence in all you do
Learn for Success



Respect

Value Your Customer & Each Other
Embrace Differences



Self Assessment Form

Self-assessment is to be completed in conjunction
with the Behavior Standards Reference Sheets





Accountability

Takes Responsibility for Own Actions
Do What You Say You Will Do

Takes Responsibility for Own Actions

- 5 The employee always assumes more than their fair share of responsibility in dealing with a difficult situation. The employee always 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.
- 4 The employee regularly accepts responsibility for their role in dealing with a difficult situation. The employee addresses problems with resolve and determination, does a good job of maintaining objectivity and restraining negative emotions, and regularly negotiates and resolves conflicts in a productive manner.
- 3 The employee usually accepts responsibility for their role in dealing with a difficult situation. The employee usually displays a willingness to address problems, maintains objectivity and emotions, and negotiates and resolves conflicts in a productive manner.
- 2 When difficult situations arise, the employee tends to either avoid confrontations or handles the situation in a counterproductive manner. The employee seldom accepts their role in creating a difficult situation, seldom maintains objectivity, and seldom expresses emotions in helpful ways. The employee needs to work on their negotiation skills to become more effective at resolving conflicts.
- 1 The employee never accepts responsibility for their role in creating a difficult situation, and instead blames others. The employee complains and expresses emotions in counterproductive ways. The employee never demonstrates objectivity, and is unable to resolve conflicts in a productive manner.

Do What You Say You Will Do

- 5 The employee is always exceptionally courteous and prompt in response to requests for service and assistance. The employee always 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.
- 4 The employee can be depended upon to respond quickly and courteously when they receive requests for service and assistance. The employee regularly follows through in a timely manner, and does what they have promised to do.
- 3 When the employee receives requests for service and assistance or promises to do something, they usually respond courteously and quickly. The employee usually follows through on what they have agreed to do in a timely manner, and keeps others informed of any barriers to meeting commitments and deadlines.
- 2 The employee seldom responds to requests for service and assistance in a timely manner. The employee seldom meets their commitments or deadlines, and often ignores people or tasks.
- 1 The employee never responds to requests for service and assistance in a timely manner. The employee never follows through on what they have agreed to do, but rather pushes tasks to others, and makes excuses.



Communication

Listen to Understand
Speak to Inform

Listen to Understand

- 5** The employee always listens carefully, asks perceptive questions, and quickly comprehends new or highly complex matters. When listening, the employee always pays close attention, skillfully probing for clarification and additional information.
- 4** The employee regularly exhibits good listening skills and comprehends complex matters well. When listening, the employee regularly pays attention, shows interest in what others say, and asks clarifying questions.
- 3** The employee usually listens and comprehends well. To better understand others, the employee usually pays attention, displaying interest and asking questions.
- 2** The employee seldom exhibits good listening and comprehension skills. The employee seldom pays enough attention to others and seldom asks clarifying questions in order to understand others better.
- 1** The employee never exhibits the listening and comprehension skills necessary for satisfactory performance of the employee's job, never understands others and does not pay close enough attention or ask clarifying questions.

Speak to inform

- 5** The employee always displays superior skills, communicating clearly, concisely, and in meaningful ways without undefined acronyms. The employee is always thorough and proactive about keeping others well informed.
- 4** The employee regularly displays very good communication skills, communicating clearly and concisely, and defining acronyms as needed. The employee is careful to keep others informed in a timely manner.
- 3** The employee usually displays effective communications skills and usually explains any acronyms used. The employee usually keeps others adequately informed.
- 2** The employee seldom displays adequate communications skills. Unless reminded, the employee seldom keeps others adequately informed or explains acronyms.
- 1** The employee never displays the communications skills required, never keeps others adequately informed, and routinely uses acronyms without explanation.



Quality

Strive for Excellence in all you do
Learn for Success

Strive for Excellence in all you do

- 5 The employee's work always demonstrates a commitment to excellence and exceeds all expectations for accuracy and thoroughness. Corrections are not required.
- 4 The employee's work is highly accurate and thorough the first time, and rarely needs correction.
- 3 The employee's work usually meets standards for accuracy and completeness at a level to meet job requirements, and the number of corrections needed is acceptable.
- 2 The employee's work seldom is sufficiently accurate and thorough to meet the requirements of the employee's position.
- 1 The employee's work never reflects adequate attention to accuracy and completeness.

Learn for Success

- 5 The employee is a true continuous learner, always dedicated to enhancing their skills and expanding the scope of their knowledge. In addition, the employee always helps others build their skills and knowledge by sharing their expertise with them.
- 4 The employee shows an ongoing commitment to building their skills and knowledge. In addition, the employee willingly shares their expertise with others.
- 3 The employee usually works at building their skills and knowledge, and usually makes his or her expertise available to others.
- 2 The employee needs to take more responsibility for continuing to build their knowledge and skills. In addition, the employee seldom displays a willingness to share their expertise with others.
- 1 The employee never shows a commitment to increasing their knowledge and skills. In addition, the employee never shares their skills and experience with others.



Respect

Value Your Customer & Each Other
Embrace Differences

Value Your Customer & Each Other

- 5 The employee always 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.
- 4 The employee is very good at using effective communication methods such as positive tone, reasonable volume, and positive body language. The employee's word choice is regularly appropriate and positive, and characterizes situations by "managing up."
- 3 The employee usually uses appropriate methods of communication, including positive tone, reasonable volume, and positive body language. The employee usually uses appropriate word choice and adopts a positive approach to interacting with others ("managing up.")
- 2 The employee seldom uses appropriate methods of communication, and seldom uses appropriate word choice or a positive approach when interacting with others.
- 1 The employee never uses appropriate communication methods (for example, positive tone, appropriate volume, positive body language, and appropriate word choice).

Embrace Differences

- 5 The employee is exceptionally respectful and sensitive to people from different cultures; the employee always promotes cross-cultural acceptance and tolerance, and the employee is proactive in fostering departmental collaboration.
- 4 The employee's actions routinely reflect respect and sensitivity to people from different cultures or from different work units; the employee regularly promotes cross-cultural sensitivity and departmental collaboration.
- 3 The employee usually displays respect for cultural and departmental differences, and usually encourages cross-cultural sensitivity and departmental collaboration.
- 2 The employee's actions need to reflect a greater respect and sensitivity for the cultural differences of others. The employee needs to work harder to collaborate with other work units in ANTHC.
- 1 The employee's actions fail to reflect a sensitivity or respect for people from different cultures. The employee fails to respect the different processes or needs of other work units in ANTHC, and is reluctant to collaborate with others.



Professionalism

Role Model the Way

Takes Pride in Personal Appearance & Work Environment

Role Model the Way

- 5 The employee always shows the highest degree of courtesy, tact, consideration, and sensitivity to customer and coworker needs. The employee always displays an upbeat, positive outlook and pleasant manner under even the most trying circumstances.
- 4 The employee shows a high degree of respect, tact, and consideration for customers and coworkers through their courtesy and sensitivity. The employee regularly displays a positive outlook and pleasant manner, even under stressful conditions.
- 3 The employee is usually courteous, tactful, and displays sensitivity to customers and coworkers. In addition, the employee's outlook is usually positive and their manner is pleasant.
- 2 The employee needs to increase the level of courtesy, sensitivity, and tact they display to customers and coworkers. The employee would be easier to work with if they projected a more positive attitude and pleasant manner.
- 1 The employee never shows sufficient courtesy, sensitivity, and tact to customers or coworkers. The employee is difficult to work with because they display negative and rude behavior.

Embrace Differences

- 5 The employee always performs their work to the highest professional standards. The employee always 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.
- 4 The employee exceeds expectations for taking professional pride in their work and appearance. The employee takes extra care to dress professionally, and to maintain their work station in a clean and organized manner.
- 3 The employee takes appropriate pride in their work and appearance. The employee has good hygiene habits, dresses appropriately, and usually has a clean work station.
- 2 The employee needs to take more pride and ownership in their work and appearance. At times, the employee wears inappropriate clothing, occasionally displays poor hygiene, and/ or sometimes has a messy work station.
- 1 The employee does not display pride in his work or appearance. The employee's personal appearance is unacceptable: they frequently displays poor hygiene, dresses inappropriately, and/or has a messy work station.



Teamwork

Teamwork is “Everybody’s Job”
If You Can Do It, Do It!

Teamwork is “Everybody’s Job”

- 5 The employee’s skill at balancing the needs of the team with his or her individual responsibilities is outstanding. The employee always welcomes the opinions and views of others, maintaining a superior degree of objectivity. The employee always cooperates with and inspires coworkers.
- 4 The employee does an admirable job of balancing the needs of the team with their individual responsibilities, and exhibits a high degree of openness and objectivity to the views of others. The employee is especially cooperative with coworkers, even in difficult situations.
- 3 The employee does an admirable job of balancing the needs of the team with their individual responsibilities, and exhibits a high degree of openness and objectivity to the views of others. The employee is especially cooperative with coworkers, even in difficult situations.
- 2 The employee has had some difficulty balancing team responsibilities with their own individual responsibilities. There have been situations when the employee did not show adequate objectivity or openness to the views of others, and the employee needs to work more cooperatively with coworkers.
- 1 The employee never exhibits the listening and comprehension skills necessary for satisfactory performance of the employee’s job, never understands others and does not pay close enough attention or ask clarifying questions.

If You Can Do It, Do It!

- 5 The employee always can be trusted to act independently as needed to accomplish team goals. The employee has a “can do” attitude and always does more than is expected. The employee always uses professional methods to motivate others and is a true team leader.
- 4 The employee shows a strong willingness to act independently, while staying focused on the team’s needs. The employee regularly takes on additional responsibilities to further team goals.
- 3 The employee usually takes independent action when opportunities arise, and puts the success of the team above their own interests. In addition, the employee usually seeks out additional responsibilities and takes initiative to further team goals.
- 2 The employee needs to give more attention to making the team successful rather than furthering their own interests, seldom seeks out increased responsibilities, and needs to take more initiative to further team goals.
- 1 The employee puts their own interests above the interests of the team, never seeks out increased responsibilities, and fails to demonstrate initiative to assist the team.



Behavior Standard Tool

Self-assessment is to be completed in conjunction with the Behavior Standards Reference Sheets.

1. Accountability

- a. Takes Responsibility for Own Actions
- b. Do What You Say You Will Do

2. Communications

- a. Listen to Understand
- b. Speak to inform

3. Quality

- a. Strive for Excellence in All you Do
- b. Learn for Success

4. Respect

- a. Value Your Customer & Each Other
- b. Embrace Differences

5. Professionalism

- a. Role Model the Way
- b. Takes Pride in Personal Appearance & Work Environment

6. Teamwork

- a. Teamwork is "Everybody's Job"
- b. If You Can Do It, Do It!

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