

Introduction

The principles below are the foundation for performance management. Every employee should incorporate many, if not all, of the principles into their daily work. The principles are intended as guidelines during the performance management process and are defined as:

Source: https://www.rochester.edu/working/hr/performance/performance_management_guide.pdf

1. Service Excellence

Supports an environment of service excellence, continually improving internal/external customer satisfaction through identification of needs and point of contact problem resolution.

2. Quality Improvement and Safety

Assists in creating and maintaining high quality processes using initiative and data as a foundation of the work. Ensures practices and procedures are conducted within regulatory guidelines and in the safest method possible.

3. People

Supports policies, systems and processes that create equal opportunities for all staff members. Fosters an environment where employees have the resources, assistance and support needed to achieve the highest personal and professional level

4. Financial Responsibility

Uses resources and time effectively and efficiently, creating and maintaining a sense of organizational stewardship

5. Growth

Supports the achievement of the University's strategic plan, mission and goals, contributing to its positive reputation and image both within the University community and in the general community.

6. System

Measures and continually improves processes, procedures, programs and services that enhance the ability to manage work flow across all systems, fostering teamwork, collaboration and integration wherever possible

Five Core Competencies

Five core competencies that speak to the skills and behaviors necessary for personal and professional success. All employees should demonstrate each of these competencies in some way as part of their day-to-day tasks and job responsibilities.

1. Interaction with Others/Communication

Uses effective listening, verbal, and written skills to provide necessary information clearly and in a timely fashion. Is flexible and willing to listen to ideas that are different from their own in order to promote understanding

2. Customer Service

Participates in creating and maintaining an environment of service excellence, continually improving internal and external customer satisfaction and quality results

3. Expertise/Continuous Learning

Demonstrates knowledge and skills related to the functional area and exhibits commitment to developing personal and professional abilities.

4. Resourcefulness/Results

Uses available resources to assist in day-to-day operations to produce quality products/services. Demonstrates a sense of organizational stewardship.

5. Personal Accountability

Takes responsibility for own work in completing tasks. Assists others so that resources, assistance or support are provided to achieve success in their daily work

