

Draft Classified Performance Objectives and Competencies

| Objectives and/or Competencies | Measures |
|---|--|
| 1. Ethics <input checked="" type="checkbox"/> E or <input type="checkbox"/> M | <ul style="list-style-type: none"> • Demonstrates an understanding of VCU's Code of Ethics and commitment to integrity and ethical behavior by example in his/her day-to-day activities. |
| 2. Customer Service <input checked="" type="checkbox"/> E or <input type="checkbox"/> M | <ul style="list-style-type: none"> • Listens to and anticipates customer needs; provides clear explanations; responds quickly; takes initiative to assist internal and external customers. • Communicates respectfully to internal and external customers; appreciates diversity and respects differences. • Maintains confidentiality. |
| 3. Achievement Orientation <input checked="" type="checkbox"/> E or <input type="checkbox"/> M | <ul style="list-style-type: none"> • Demonstrates the ability to be agile, adaptive; generates innovative solutions, trying different and novel ways to deal with organizational or challenging problems. Utilizes best practices to make change and achieve results. • Takes initiative with a clear business purpose in mind before others or the situation requires it. • Continuously learns and develops self; helps others learn and develop. |
| 4. Consultation <input checked="" type="checkbox"/> E or <input type="checkbox"/> M | <ul style="list-style-type: none"> • Develops collaborative relationships and makes appropriate choices among consulting roles – expert, pair-of-hands, or collaborator. • Balances inquiry versus advocacy, listening to customers needs and guiding toward problem resolution. |
| 5. Teamwork <input checked="" type="checkbox"/> E or <input type="checkbox"/> M | <ul style="list-style-type: none"> • Collaborates and cooperates with co-workers to combine talents to get the job done. • Demonstrates a sense of common goals and the ability to know when to ask for information or assistance. |