

IDEAS FOR NON-MANAGER BEHAVIORS

From AON Consulting

DIMENSION	POSSIBLE APPLICATION
College Perspective	<ul style="list-style-type: none"> • Takes interests, perspective of other elements of organization into consideration when acting, analyzing, etc • Thinks of impact beyond own immediate department or work group • “WE” orientation
Customer Service Orientation	<ul style="list-style-type: none"> • Motivated by desire to help others; goes out of way to help others • Responsive to customer’s needs • Thinks in terms of, “Would they buy this from me if I were doing this as an outside business selling to the College?” • Cross sells • Patience, listening skills, positive/upbeat, friendly
Flexibility/Adaptability	<ul style="list-style-type: none"> • Open to change • Embraces change • Recognizes need to change course, direction
Initiative/Independent	<ul style="list-style-type: none"> • Can do problem solver • Proactive problem solver • Self starter • Brings recommendations, not problems to supervisor
Creativity/Innovation	<ul style="list-style-type: none"> • Continuous improvement focus • Brings suggestions for change • Brings non-traditional suggestions – out of box thinking; creative copying
Leadership	<ul style="list-style-type: none"> • Holds self accountable • Takes “ownership” of job
Teamwork	<ul style="list-style-type: none"> • How they work with others • How they treat, respond to others • Do they go out of their way to help • Do they respond on their own to situations needing attention
Interpersonal Interactions	<ul style="list-style-type: none"> • Are they a good listener • Do they think about how best to communicate to, help the “receiver” understand • Treating others with respect, understanding, patience
Problem Solving/Decision Making/Judgment	<ul style="list-style-type: none"> • Does problem solving begin with problem definition • Criteria/data based decision making
Organization, Planning	<ul style="list-style-type: none"> • Design, accessibility, currency of file systems • Ability of others to find materials • Meets deadlines