

## IDEAS FOR NON-MANAGER BEHAVIORS

From AON Consulting

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