

Leadership Standards

Act with **INTEGRITY**

- Follow ISU Principles of Community & Purpose, Divisional Values & Foundation of Finance Delivery
- Uphold strong moral principles on policies & procedures
- Conduct oneself in a professional manner
- Complete performance reviews on time
- Perform employee rounding on a quarterly basis
- Complete meeting assignments in a timely fashion

Display **TRUST**

- Place team interests over individual interests
- Approach problems with solutions
- Use data for decision-making
- Be mindful of professional etiquette*
- Be aware of verbal & non-verbal communication
- Avoid generalizations
- Hold team meetings monthly

Foster **COLLABORATION**

- Promote collaboration with senior leadership, operational leadership & leadership to improve processes
- Support innovative ideas
- Share & celebrate team & individual accomplishments
- Start meetings with wins
- Ensure advance notice of scheduled meetings & provide meeting agendas
- Provide advance notice for schedule conflicts, cancelations & attend meetings on time

Be **OBJECTIVE**

- Follow the Direct Problem Resolution model*
- Hold team members accountable to expectations
- Seek ways to innovate & drive efficiency
- Promote being conservative
- Manage budget in a fiscally responsible manner

Engage with **PRIDE**

- Manage up Peers, Decisions, Divisions, Colleges, Departments, Administration and Iowa State University as a whole*
- Embrace positivity*
- Role model the use of our team standard email signature

Grow **RELATIONSHIPS**

- Research & follow-up on customer requests & feedback in a timely manner
- Practice soft hand-off for a positive customer experience
- Apply service recovery when appropriate*
- Ensure praise & recognition questionnaire is completed*
- Send regular praise & recognition*

Continuously **LEARN**

- Grow our team knowledge by identifying & sharing educational opportunities
- Ensure specialist education sessions are held on a regular basis
- Provide teaching & mentoring*
- Welcome coaching as a learning opportunity

*Denotes a professional development training topic