

Employee 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
- Respect & show appreciation for others

Be **OBJECTIVE**

- Avoid bias
 - Identify your own biases*
- Remove personal judgment
 - Approach work with neutrality & fairness
 - Seek other viewpoints & resources
- Treat everyone equitably & without prejudice
- Utilize the Direct Problem Resolution model*

Continuously **LEARN**

- Attend educational & professional development sessions for current role
 - Be accountable for information provided in sessions as required by leadership
- Practice metacognition & mindfulness*
- Welcome coaching as a learning opportunity

Display **TRUST**

- Be honest & open with your team & yourself
 - Assume people have the best intentions in their work
- Support leadership direction & decisions
- Be reliable
 - Completed tasks in a timely manner with follow-up as needed
 - Demonstrate exceptional customer service when communicating or problem solving*
- Be mindful of professional etiquette*
- Display confidence when working with customers & teammates*

Engage with **PRIDE**

- Embrace positivity*
- Work with a sense of ownership & commit to doing your best
- Find meaning, bring passion & share enthusiasm in our work
- Promote team identity

Foster **COLLABORATION**

- Cultivate an alliance with other teams & departments throughout the university*
- Support innovative ideas
- Be flexible & adapt to environments & circumstances
- Share & celebrate team & individual accomplishments
- Provide advance notice for schedule conflicts, cancellations & attend meetings on time

Grow **RELATIONSHIPS**

- Approach customer requests with consistency
- Establish communication to the appropriate resource to ensure a positive customer experience (i.e., soft hand-off)
- Apply service recovery when appropriate*
- Provide outreach to departments & customers
 - Be courteous & responsive to requests
 - Confirm preferred communication channels (i.e., virtual or in-person)
- Show interest & engage with customers

*Denotes a professional development training topic