Make Way For Excellence

Aligning

“One Word” Standards

&

Core Values

FALL 2005
Background & Methodology

- Conducted online survey
  - 232 employees
    http://survey.uwf.edu/cutl/excellence/faculty_staff.htm
  - 195 students
    http://survey.uwf.edu/cutl/excellence/students.htm

- Evaluated and synthesized survey results

- Identified 10 “One-Word” Standards

- Aligned UWF Core Values and the “One Word” Standards
Schedule of Activities

- Conducted Survey
- Evaluated Survey Results
- Identified 10 Standards
- Communicated Feedback of “One Word” Standards to MWE Teams
- Aligned Standards to UWF Core Values
- Presented “One Word” Standards to MWE Coordinating /Steering Committees for approval

- Educate UWF Community on Standards

- April
- May
- June
- July
- August
- October
“One Word” Standards

- Ambassadorship
- Communication
- Courtesy
- Flexibility
- Helpfulness
- Knowledge
- Ownership
- Professionalism
- Responsiveness
- Safety
Aligning Core Values
&
“One Word” Standards

Core Values

Standards

Caring
Integrity
Quality
Innovation
Teamwork
Stewardship
Courage
Ambassadorship
Communication
Courtesy
Flexibility
Helpfulness
Knowledge
Ownership
Professionalism
Responsiveness
Safety
Ambassadorship

Serving as an ambassador of UWF in and outside of the work place.

- Caring
- Stewardship
Communication

Giving others your full attention, providing succinct and sufficient information, and responding in a timely manner.

Teamwork
Courtesy

*Treat others as you would like to be treated.*

- Caring
- Teamwork
Aligning Standards & Values

**Flexibility**

*Providing flexible services that address varied needs, when possible.*

- **Courage**
- **Innovation**
Helpfulness

_Treat a person’s concern as though it were the most important one to UWF._

- Caring
- Teamwork
Aligning Standards & Values

Knowledge

*Be a source of accurate and helpful information.*

- Innovation
Ownership

Create an atmosphere of teamwork and lateral service so the needs of our students, visitors and co-workers are met.

- Integrity
- Stewardship
Aligning Standards & Values

Professionalism

*Conduct yourself with dignity, civility and courtesy*

- Integrity

[Logo of integrity]
Responsiveness

*Make being accessible a part of your service excellence equation.*

- Caring
Aligning Standards & Values

Safety

*Think safety first.*

- Caring
- Teamwork
“One Word” Standards

- **Ambassadorship**
  - Be an ambassador of UWF in and outside the workplace
  - Keep UWF neat and clean

- **Communication**
  - Avoid call transfers whenever possible
  - Ensure contact details are updated on letter, memo, fax and email auto signatures

- **Courtesy**
  - Respond to rudeness with kindness
  - Be prompt and punctual

- **Flexibility**
  - Look for alternative ways to solve problems
  - Provide flexible services that address varied needs

- **Helpfulness**
  - Escort visitors to locations instead of pointing directions
  - Ask others, “May I help you?”
“One Word” Standards

- **Knowledge**
  - Know and understand the responsibilities of your job
  - Be a source of accurate and helpful information

- **Ownership**
  - Strive to do the job RIGHT the FIRST time
  - Encourage cross-training within your department

- **Professionalism**
  - Conduct yourself with dignity, civility and courtesy
  - Respect the opinions and decisions of others even if you disagree with them

- **Responsiveness**
  - Deliver information promised
  - When you see a problem or hear a complaint, take initiative to help find a solution

- **Safety**
  - Think safety first
  - Promptly report any suspicious persons on campus to the UWF Police
Quality

*Dedication to uncompromising excellence*

Quality, as a core value, is encompassed in EVERY Standard
Next Steps

- Educate UWF Community on adopted “One Word” Standards
- Continue development on aligning the “One Word” Standards to the Performance Evaluation Process
- Continue coordination with other MWE process teams
MWE Teams

- **Communications** Janice Holmes
- **Community Outreach** Lusharon Wiley
- **Employee Satisfaction** Karen Seals
- **Leadership Development** Dr. Athena DuPre
- **Measurement** Dr. Rick Harper and
- **Student Satisfaction** Dr. Jim Hurd

Excellence ideas?
Email the team captains!!
University of West Florida

Making Way for Excellence

UWF Standards
- Ambassadorship
- Communications
- Courtesy
- Flexibility
- Helpfulness
- Knowledge
- Ownership
- Professionalism
- Responsiveness
- Safety
University of
West Florida

Making Way for Excellence

UWF Standards

Ambassadorship
Communications
Courtesy
Flexibility
Helpfulness
Knowledge
Ownership
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Responsiveness
Safety
View Standards and
Download Screensavers:
www.excellence.uwf.edu