

Business and Finance

RECOGNITION PROGRAM GUIDELINES

Key Actions & Behaviors

Caught: Doing the Right Thing!

Living Our Gamecock Values!

Purpose:

The purpose of the *Values* recognition program is to provide a way to recognize employees who exemplify the Division of Business and Finance's organizational values and show appreciation to the staff for their adherence to those values. The program aligns with the Division's strategic goals and values by recognizing specific key actions and behaviors.

Excellence
Stewardship
We Hold Ourselves and Others Accountable
Respect and Worth

Accuracy and Clarity
Integrity
Empathy

These key actions & behaviors can also be found at <http://busfinance.admin.sc.edu/values>.

Excellence

- Demonstrating the use of best practices
- Exceeding customer expectations
- Consistent error free performance
- Anticipating and proactively addressing issues to avoid problems
- Surpassing the standards set for the job

Stewardship

- Managing carefully and responsibly the resources in your care
- Modeling environmentally conscious behaviors for staff and students
- Evaluating the sustainability of our decisions and actions
- Exhibiting leadership behaviors that promote a sense of personal accountability and responsibility

We Hold Ourselves and Others Accountable

- Taking ownership of problems and resolving them
- Rise above the circumstances and achieve the results needed
- Taking responsibility for one's actions
- Respectfully communicating to others the need for adherence to requirements
- Assisting others so that they can achieve the desired results while meeting requirements

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Key Actions & Behaviors

Respect and Worth

- Showing esteem for others
- Having a sense of worth for others
- Showing appreciation toward others
- Welcoming diverse backgrounds and perspectives throughout work areas and across organizational lines

Accuracy and Clarity

- Preciseness in presenting information in a reliable manner
- Validation of information to ensure there are no surprises
- Consistent performance that demonstrates exactness of information
- Communication information in manner that meets or exceeds customer needs
- Clear and unambiguous communication that provides direction and avoids the need for rework or correction

Integrity

- Demonstration of consistent ethical behavior
- Consistently meeting commitments to co-workers and customers
- Reliable behavior resulting in positive outcomes
- Courage shown by doing the right thing when it would have been easier to do something else

Empathy

- Being understanding of the thoughts and feelings of others
- Demonstrating compassion
- Considering a situation from another person's point of view
- Demonstrating awareness and acknowledgement