



Core Values and Behaviors

I am DRIVEN

Dedicated to Our Customers

- I always put the customers first, and go above and beyond to satisfy their needs
- I respond to customers in a timely and professional manner, acting as a positive representative for the company

Results-Focused

- I take initiative and I hold myself accountable
- I demonstrate strong follow-through and meet deadlines
- I identify and seek to fix the root cause of problems

Innovative

- I am a creative thinker that reexamines traditional strategies and practices, and I proactively look for new ideas and ways to improve products, services, and work processes
- I seek out new information to advance knowledge and keep skills relevant; I take initiative to learn

Values-Centered Leader

- I develop a clear, simple vision for my area in support of corporate strategic initiatives
- I empower and delegate; I set boundaries, provide proper training, and let subordinates handle responsibilities
- I inspire in others the willingness and desire to perform at high levels
- I am consistent and fair, and provide appropriate and timely feedback

Ethical

- I maintain and promote the highest standards of professional conduct by being fair, honest and transparent
- I demonstrate integrity in all actions and decisions

Networked

- I am a team player
- I create an inclusive environment that values diversity
- I actively encourage mutual respect, sharing, and collaboration
- I appreciate and value the views of others – I listen in a positive and constructive way