

13. Do periodic "pulse checks". Ask yourself – What's the best use of my time right now?
14. Read regarding laws, regulations and policies that impact the work area compliance
15. Prioritize "to do" lists
16. Ask for constructive feedback on professional image or decision making
17. Conference or association – present information that you have learned from a conference or association to your department
18. Research and implement best practices
19. Understanding the business and financial aspect of departments

TECHNICAL/ADMINISTRATIVE SKILLS:

1. Practice inputting Kronos data with feedback
2. Practice using phone system including transfers to other extensions, voice mail and conference calls
3. Create a departmental organization chart using a new software package
4. Utilize computer-based training for self-study
5. Utilize checklists for the sequence of steps in a procedure – as step is completed, it is checked off
6. Utilize keyboard overlay cards listing commands of specific computer applications
7. Practice reductions, enlargements, changing colors, etc. on the copier
8. Utilize Interactive Video which combines computer controlled video sequences with computer-based instruction to produce highly effective training programs in subjects ranging from statistical process to assertiveness
9. Perform research or assist in writing a grant proposal supporting a departmental initiative
10. Be observed doing a task and get feedback
11. Teach someone else a newly learned skill
12. Perform a special task outside of normal duties
13. Utilize new software to build a spreadsheet, report, handout or presentation
14. Give presentations where possible (Brown Bag luncheons, departmental meetings, etc.)

CUSTOMER SATISFACTION:

1. Interview customers, determine needs, ask for evaluation of quality
2. Conduct a customer focus group
3. Train others on how to satisfy customers
4. Participate on a team/task force to improve quality and customer satisfaction
5. Practice questioning and listening skills with others
6. Survey customers periodically and follow up
7. Interview or survey customers and draft results/recommendations
8. Identify/review customer requirements

QUALITY OF WORK:

1. Interview customers, determine needs, ask for evaluation of quality
2. Map work process flow, increase accuracy rate
3. Ask for input from others on quality of work
4. Identify a method to simplify a work process
5. Publicize long-term quality goals
6. Ask for ideas from others that excel in quality

7. Interview other departments to determine how they implement quality and how they achieve their quality goals
8. Participate on a team/task force to improve quality and customer satisfaction
9. Design and track quality measurement
10. Map work process flow
11. Identify methods to simplify work processes
12. Identify/review process requirements and capabilities
13. Coordinate project and/or team meetings

DEMONSTRATE INTEGRITY:

1. Coordinate volunteer activities (e.g. blood drive, etc.)
2. Review and teach Code of Conduct
3. Model the behavior you seek
4. Create a job aid to help others
5. Volunteer for temporary assignments to other functions
6. Give specific recognition to others via GEM card, memo, handwritten note, etc.
7. Set/communicate job standards and job descriptions with associates
8. Conduct self-assessment of professional attire
9. Ask for feedback on your professional image
10. Ask for ideas from others that excel in professionalism and ethics
11. Evaluate the potential risks and liabilities that may result from your business decision
12. Ask for feedback on how your business decisions may appear to your supervisor; your peers; our customers; our suppliers; our competitors
13. Read materials covering the laws and regulations and company policies that impact your area of responsibility
14. Recommend action when confronted with an issue or situation with potential ethical elements or concerns
15. Train new employees

PROVIDE LEADERSHIP:

1. Manage a project with a limited budget and very tight deadline – evaluate results
2. Lead or work with a task force, model positive leadership behaviors, define boundaries
3. Choose the right people for job assignments by designing structured interview questions
4. Ask others for constructive feedback
5. Facilitate goal-setting meetings
6. Evaluate opportunities to delegate (assign the task and coach the associate)
7. Coordinate training for the work unit
8. Assess employee strengths and developmental needs
9. Participate in employee involvement/quality management activities