UW EXTENSION Department Value: Stewardship of Resources

Conserving the human, natural, cultural and financial resources for current and future generations	Indicators of Ineffective Behavior (Needs Improvement)	Indicators of Successful Behavior	Indicators of Exceptional Behavior
1 Pro-active in finding ways to save money and other resources	4 -Not shopping around or getting quotes. -Spending frivolously.	2 -Planning ahead to utilize resources wisely and make informed decisions -Finding efficiencies and implementing them -Comparing costs-getting best value for best price	3 -Spearheading new ideas and leading the team as the idea is implemented. -Creatively investing budget and other resources to support the work of UW-Extension and Marathon county today and in the future.. -Developing and implementing ideas that generate revenue
1 Follow county policy on use of resources and expenditures	4 -Non-compliance	2 -Follow policy—rules - Propose your ideas on conserving resources to management. Follow through on agreed upon ideas.	3 -Leading the team to implement new ideas within the parameters of county policy.

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VALUES + BEHAVIORS WORKSHEET

UW EXTENSION Department Value: Diversity

Actively welcoming and valuing people with different perspectives and experiences	Indicators of Ineffective Behavior (Needs Improvement)	Indicators of Successful Behavior	Indicators of Exceptional Behavior
1 Awareness of Customer Diversity	4 Unwilling to change practices to meet the needs of clientele.	2 -Customize response/service to specific needs of people -Efforts to accommodate and reach out to protected classes.	3 -Programs and initiatives that reach beyond race, ethnicity and the protected classes to also meet the needs of the underserved. -Modifications to program design to increase participation/access to programs. -Championing policy/cultural change within the office/university.
1 Creating a welcoming environment	4 Uncaring biased opinion/attitude	2 -Willingness to keep open mind. -Seek out information from diverse clientele to better meet their needs.	3 -Making changes to program design that meet the needs of protected and unprotected audiences. (Office Hours; delivery models; child care; location; transportation, etc.) -Talking to the customer not just relying on the "broker" customer.

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UW EXTENSION Department Value: QUALITY

Providing public services that are reflective of best practices in the field.	Indicators of Ineffective Behavior (Needs Improvement)	Indicators of Successful Behavior	Indicators of Exceptional Behavior
1 Participate in educational opportunities that support best practices in the field.	4 Relying on (Offering) advice or personal opinion to meet clientele needs.	2 Use up-to-date research and analysis to educate the community.	3 -Finds learning opportunities that expand your level of work -Be the change…be willing to go beyond sharing standard research –Take the responsibility to "pilot" new programs; apply for grants; participate in research projects; etc.
1 Provide research based education/information for the community	4 -Not taking advantage of the available professional development opportunities -Not staying current within the scope of your work	2 -Continue professional development and learning opportunities incorporating these into our educational programming	3 -Strive to work with partner agencies to minimize duplication of programming/product. -One great product, rather than two mediocre product is utilized

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VALUES + BEHAVIORS WORKSHEET

UW-Extension Department Value: INTEGRITY

We show honesty, openness, and demonstrate mutual respect and trust in others by:	Indicators of Ineffective Behavior (Needs Improvement)	Indicators of Successful Behavior	Indicators of Exceptional Behavior
We practice effective communication.	-communicates dishonestly misleads -informs only (monologue) -conceals information -shows insensitivity to language and cultural communication needs of others -undermines others communication -interrupts; not respectful of others' time and/or job duties -exhibits distraction when listening is required	-speaks or writes honestly and clearly -Communicates within the proper context -Communicates in a way appropriate to the audience -maintains appropriate confidentiality -being present in the conversation -speaking respectfully without judgment	-coaches, models, encourages others to use effective communication -seeks to learn if the other person(s) understood -directs conversation to appropriate time and place -Considers audience to choose communication method and how audience receives it -encourages others to speak respectfully
We effectively address conflict.	-serves as a catalyst to conflict -talks behind others' backs -uses unprofessional tone, inappropriate to context -blames others	-speaks directly with the person(s) with whom one has issues -utilizes constructive feedback, in a tone appropriate to context -proactively identifies problems in a positive manner -takes appropriate responsibility -sees themselves as part of the solution	-actively participates in solving problems -asks questions and researches information -adapts an approach to respond to others' personality -seek to learn of others' intentions and interests -takes appropriate responsibility -anticipates conflict and works to correct it before it occurs

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VALUES + BEHAVIORS WORKSHEET

UW-Extension Department Value: SERVICE

We responsively deliver on our commitments to all of our internal and external customers by:	Indicators of Ineffective Behavior (Needs Improvement)	Indicators of Successful Behavior	Indicators of Exceptional Behavior
We respond in a timely manner.	-misses deadlines -does not check with customers on their time needs -ignores requests -is closed to taking cross-training	-acknowledges the time needs of the customer -ensures understanding of the customer request -checks with customer on their need by paraphrasing -is truthful about his/her ability to meet the customer's deadline -participates in identifying opportunities for efficiencies	-creates a mechanism for response in her/his absence -skillfully develops expectations for time of service delivery -works with customer to make them a partner in developing deadlines -develops other people's knowledge and skills to respond to the customer -implements ways to improve efficiencies; is proactive in doing so
We provide the customer an effective response.	-ignores requests -assumes information; does not check with customer -is closed to taking cross training	-ensures understanding of the context of the customer's request -checks with the customer (paraphrasing, etc.) -is truthful about her/his ability to meet the customer's content needs -connects the requestor with the right responder	-tailors the response to the needs of the requestor -skillfully develops expectations for service delivery around content -develops others through cross training to respond to customer -proactively assesses the customers' needs

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VALUES + BEHAVIORS WORKSHEET

UW-Extension Department Value: SHARED PURPOSE

We function as a team to attain our organizational goals and work collaboratively with our policy makers, departments, employees, and customers by:	Indicators of Ineffective Behavior (Needs Improvement)	Indicators of Successful Behavior	Indicators of Exceptional Behavior
We contribute to others' success.	-hoards information -does not complete assigned tasks or not on time -acts in isolation -excludes others from decisions that affect them -sabotages others	-shares information with others about issues affecting them -"pulls their own weight" – comes prepared and does his/her own part -invites involvement of others where appropriate	-coaches others and helps them grow -seeks to clarify expectations and roles -assigns tasks ahead of time -informs others of progress that affect them
We function as effective team members. (ALT:We grow organizational knowledge.)	-ignores role designations of others -ignores his/her own role -disregards others' needs -does not invest in learning about working in teams	-understands her/his own role and the roles of others -clarifies expectations -supports other team members -studies what it means to be an effective team member -learns about others' strengths and tendencies	-expands their role for the good of the team -encourages and assists others -implements what they have learned about working effectively in teams -works to accommodate and make the most of others' tendencies and strengths

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