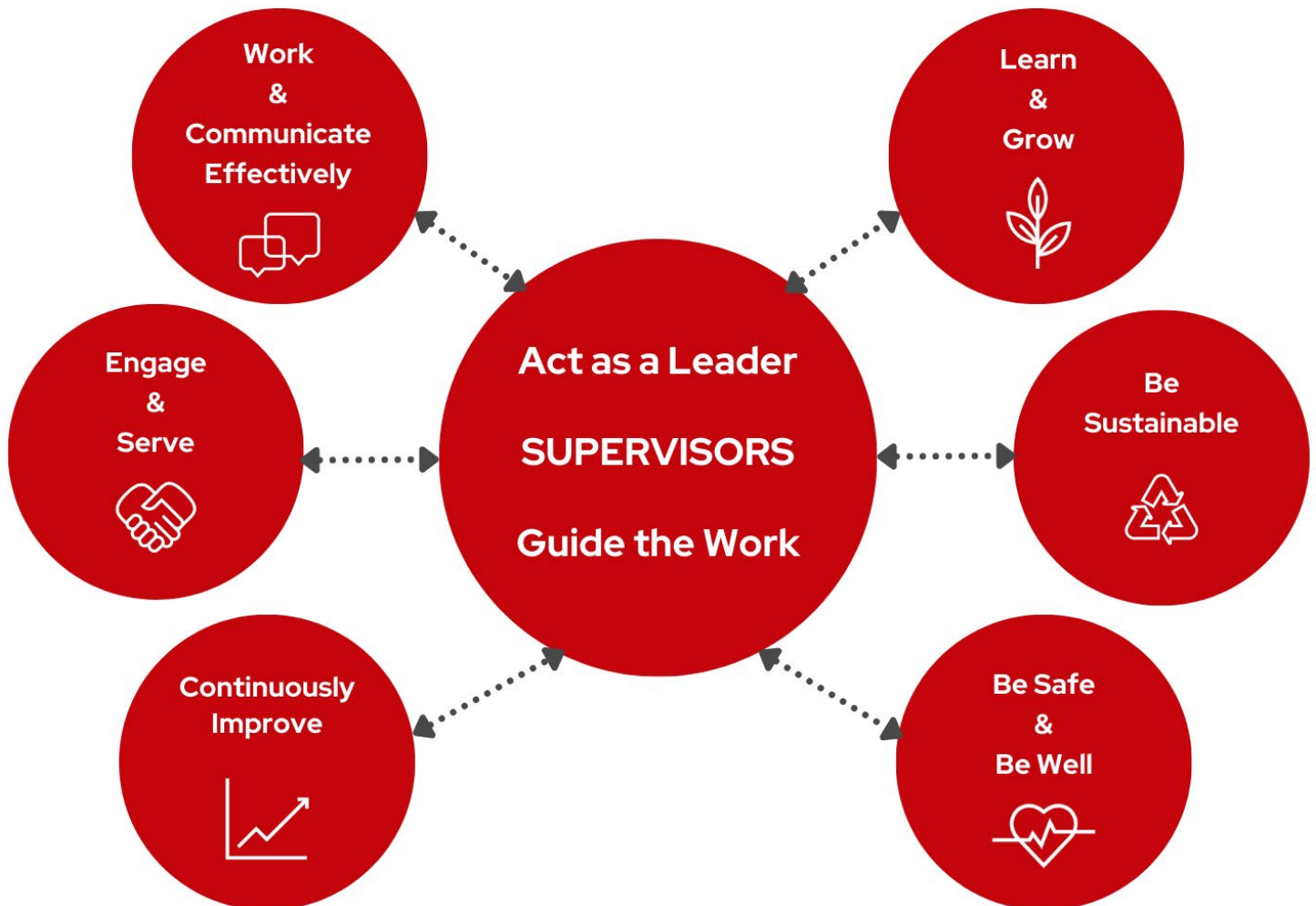


FP&M Criteria for Success

Building a Strong Foundation

At FP&M we are successful when we demonstrate and develop skills and behaviors that positively contribute to our success.



FP&M Criteria for Success

All Employees
LEARN & GROW
Prepare for the future: Stay current with trends and research. Apply learning to work
Develop self-awareness: Learn about identities and how they impact unconscious bias. Explore diverse perspectives and experiences to cultivate inclusive and culturally competent behavior
ENGAGE & SERVE
Foster a welcoming and inclusive work environment for all, regardless of race, gender, sexual orientation, disability, age, religion, and culture
Build collaborative relationships with coworkers, supervisors, and customers through active listening, two-way feedback, and constructive conflict management
Treat all internal and external customers with respect in words and actions
Manage challenging situations calmly and tactfully
Assist co-workers in learning and development
WORK & COMMUNICATE EFFECTIVELY
Perform work assignments accurately, efficiently, and according to professional standards
Demonstrate effective verbal & written communication skills
Accept responsibility for work and follow through on commitments
Demonstrate punctuality and follow procedure for absence requests
Demonstrate honest and ethical behavior
CONTINUOUSLY IMPROVE
Take initiative to improve work output and processes using data-driven decision-making
Willing to adapt to shifting priorities and changes in work processes



BE SAFE & BE WELL

Learn about and follow workplace safety guidelines, procedures, and protocols

Learn about resources and practice habits to support personal balance and well-being

Take appropriate action and notify supervisor if unsafe conditions or safety hazards arise

BE SUSTAINABLE

Demonstrate and continue to learn about efficient & effective utilization of resources

Follow processes and data security controls to safeguard UW-Madison assets

SPECIAL PROJECTS

If applicable: Work on special projects, committees, or shared governance

Additional Supervisor Skills & Behaviors

ACT AS A LEADER

Engage employees with the mission and strategic direction of FP&M

Model self-awareness and self-development to create a welcoming, inclusive environment that values diversity

Build trust by encouraging contributions from all, listening respectfully, and valuing differences

Support employee development by encouraging on-going learning and providing challenging assignments

Support employee well-being by learning about support resources and managing workload

Address conflict constructively by inviting others into conversations about behavior and consequences

Coach for success so that each team member knows what is expected of them

GUIDE THE WORK

Reach clearly defined and well researched decisions in a timely manner

Manage services through workforce planning, performance management, and effective delegation

Develop and communicate metrics to improve services through data-driven decision-making

Manage budgets, processes, and data security controls to safeguard UW-Madison assets