



# CORE VALUES AND BEHAVIORS

Content has been abbreviated for this format. For full core values and behaviors, please view the file within My Performance in the RQM+ Portal (Microsoft Teams).

## VALUE



**Maintain the highest level of integrity**



**Laser focus on customer success**



**Improve all the time**



**Communicate effectively and proactively**

## BEHAVIOR

*Integrity, Trust*

*Customer Focus, Decision Quality*

*Career Ambition*

*Informing, Integrity, Trust*

## DEFINITION

- Do the right thing, even when no one is looking.
- Keep your promises.
- Keep confidential information to yourself.

- Customer success = lives being saved and improved.
- Act with the customer's end goals in mind.
- Exceed customer expectations.

- We cannot become what we need to be by remaining what we are.
- You are responsible for your own future. Plan it.

- Be thoughtful and deliberate.
- Provide prompt and timely responses.
- Take accountability for what you say.

## VALUE



**Be courageous, proactive, and figure it out**



**Operate as a cohesive team... that likes to have fun**



**Share concerns and follow up with a thoughtful solution**



**Live by The Golden Rule**

## BEHAVIOR

*Action-oriented, Planning, Business Acumen*

*Approachability, Building Effective Teams*

*Composure, Courage (Managerial)*

*Integrity, Trust, Interpersonal Savvy, Courage (Managerial)*

## DEFINITION

- Plan, follow up, anticipate, and prevent.
- Be entrepreneurial.
- Know what you know and what you don't know.

- Take ownership.
- Support everyone's work-family balance.
- Be courteous and enjoy each other!

- Asking for help is not considered complaining.
- Be transparent with your colleagues and be part of the shared solution.

- Treat people the way you'd like to be treated.
- Respect one another.
- Be a positive team member and limit negativity.