

ATTACHMENT B
LAWRENCE HALL OF SCIENCE PERFORMANCE STANDARDS

Service Excellence

Provides courteous, respectful, and efficient service to customers, colleagues and co-workers. Is identifiable to customers as an employee of LHS when working in the public arena. Takes responsibility for providing assistance/solving problems or for directing customers, colleagues or co-workers to someone who can. Knows or knows how to find out about different LHS departments, exhibits and classroom programs.

Innovation

Consistently seeks and provides unique/different perspectives on issues while respecting the contributions of others. Looks for better/new/more effective ways to provide Service Excellence, create programs, and/or develop business processes/solutions. Adapts approach and modifies strategies when confronted with challenging, uncertain, or unstructured situations. Adjusts to changing customer needs and/or funding contexts with appropriately adapted processes, approaches, and/or programs.

Teamwork

Acts in a timely and responsive way, including meeting deadlines, responding to voice and written inquiries, and attending meetings. Respects others with a diversity of thoughts, ideas, time, contribution, socio-cultural backgrounds and world view. Responsible for communicating with team members about delays before they occur, when possible. Works effectively within a collaborative environment, focusing on the project goal(s) instead of individual success. Solicits and is responsive to suggestions and solutions from others.

Leadership

Assumes responsibility for own job performance and for those who report to you. Takes responsibility for raising issues and communicating thoughts at staff meetings, with supervisor, and/or with individual staff members about situations that affect the quality of the programs and the work environment. Provides input, feedback and support appropriate to role (as supervisor, co-worker, or subordinate) in a positive, constructive, and respectful manner.

Continuous Growth

Sets own professional development goals and works toward achieving them. Fosters/ contributes to an environment that encourages learning and growth in oneself and others. Keeps up to date on knowledge of field/domain/line of work. Can communicate project, program, department, LHS vision.

Communication

Communicates regularly and effectively with colleagues, up/down/across/sideways. Adjusts priorities as appropriate to input from team members. Interacts in a timely, positive, respectful and professional manner with a diverse mix of customers, colleagues and co-workers. Responsible for realistically scheduling tasks, appropriately delegating duties that can be accomplished by others, and keeping supervisor informed of workload issues. Reports out successes, as well as problems, as appropriate.

ATTACHMENT C MANAGER AND SUPERVISORS EXPECTATIONS

SET STANDARDS TO ENSURE QUALITY

Determine measures for productivity, customer service, accuracy, etc. as appropriate; communicate standards to the team and to management; hold others accountable for meeting standards.

MOTIVATE AND DEVELOP STAFF

Determine what motivates each member of the team; facilitate team-building activities/conversations. Help staff members write individual development plans; check progress on development plans; revise plans as necessary; acknowledge accomplishments; coach staff on career development.

MANAGE PERFORMANCE AND PERSONNEL

Stay aware of current personnel policies, contracts, and laws; manage absences according to policy; follow corrective action rules and policies. Observe and document individual and team performance; give feedback; write performance plans; coach and train; write and deliver performance appraisals; take corrective action; acknowledge and praise good performance.

PROACTIVELY MANAGE AND SOLVE CONFLICT

Create conditions that help minimize conflict; promote appreciation of different work styles; actively manage conflicts that occur.

MAKE ETHICAL AND EQUITABLE DECISIONS

Follow the [Code of Conduct for Supervisors](#); make decisions according to relevant laws, policies, and precedent; act as a steward of University resources; report ethical breaches. UC Berkeley has long-standing codes of conduct for students and faculty, which provide a broad ethical and cultural framework for those members of the campus community. See <http://thecareerplace.berkeley.edu/supscore.htm> for more information on the Code of Conduct for Supervisors and Managers.

LHS STANDARDS OF PERFORMANCE

Responsible to periodically discuss the LHS Standards of Performance (Attachment B) with each staff member who reports to you, in order to clarify how these standards guide your expectations for their performance, and provide examples of how the standard pertains to their particular position.