

SERVANT LEADER CAPABILITIES

I

INTEGRITY

We are honest, fair and do what we believe is right.

- Displays high integrity and honesty in all matters; walks the talk.
- Does the right thing – more concerned with what is right than with being “right”.
- Exhibits humility; is modest about own importance and contributions.
- Demonstrates trust by promoting open dialogue and respecting confidentiality.

O

OUR PEOPLE

Our strength comes from caring for and helping one another.

- Actively seeks input from across the organization – encourages and listens to different viewpoints and perspectives.
- Acts as a mentor, helping others to develop and advance in their careers.
- Provides the support necessary for people to develop, including the time to grow and ability to learn from their mistakes.
- Behaves with compassion when an employee is faced with difficult situations.

O

OUR CUSTOMERS

Every day we must earn the right to call them our customers.

- Quickly gains trust and respect from his/her customers and people.
- Listens to and observes others carefully to adjust style to the needs of people or the situation.
- Creates loyalty, earning internal and external customers for life.
- Confronts issues or conflicts promptly so they do not escalate.

G

GROWTH

We seek to gain and share knowledge, innovate, achieve results, and open stores.

- Keeps individuals informed of information or changes that may impact them.
- Understands his/her role and responsibilities to internal and external customers.
- Seeks feedback to improve him/herself; acts upon the feedback received.
- Holds self accountable to commitments and takes responsibility for his/her actions; does not blame others.
- Continuous improvement: keeps self relevant through professional and personal development.

Continuously Cultivating Our People

- Coaches employees to improve performance, while modeling trust behaviors.
- Empowers others by letting them finish and be responsible for his/her own work, providing guidance as needed.
- Sets clear expectations; gives specific, behavioral, and helpful feedback.
- Understands what motivates individuals to perform at their BEST, applying it to support employee motivation and performance.

A

ATTITUDE

We are passionate about having fun, giving our best, working safely, and sharing in our success.

- Approaches work with a positive attitude and strong work ethic; helping to create a productive atmosphere.
- Maintains composure: assesses the situation before responding to provide calm and clear information or direction.
- Has a safety mindset towards our work, each other, and our customers.
- Takes the time to acknowledge, share, and celebrate our wins and successes.

TRUSTED EXPERT CAPABILITIES

I

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O

OUR PEOPLE

Our strength comes from caring for and helping one another.

- Actively seeks input from across the organization – encourages and listens to different viewpoints and perspectives.
- Readily available to others, acting as a mentor to help others develop when needed.
- Easy to approach and talk to; builds good relationships with peers.
- Demonstrates compassion for others.

O

OUR CUSTOMERS

Every day we must earn the right to call them our customers.

- Quickly gains trust and respect from his/her customers and people.
- Listens carefully to customer's immediate and true needs.
- Gets first-hand customer information and uses it for improvements in products and services.
- Creates an unexpected and personalized experience resulting in loyal customers.
- Confronts issues or conflicts promptly so they do not escalate.

G

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