



HEAD + HEART, TOGETHER BEHAVIORS

MAKES CONNECTIONS

Connects dots throughout the organization; understands how to get things done through formal and informal networks.

SETS PRIORITIES

Spends time on what's important; removes roadblocks; creates focus.

DRIVES FOR RESULTS AND EXCELLENCE

Can be counted on to reach goals; looks for ways to improve and drive overall excellence; demonstrates Triple Aim focus.

THINKS CRITICALLY

Uses logic and methods to develop effective solutions; can find hidden opportunities or problems; looks beyond the obvious.

DEALS WITH AMBIGUITY

Adapts to change; can decide and act without the total picture; handles risk and uncertainty well.

FOCUSES ON THOSE WE SERVE

Committed to exceptional experience; puts patients, families, members and customers at the center; builds trust and respect.

DEMONSTRATES INTEGRITY

Earns trust; is open and honest; keeps commitments; admits mistakes.

SHOWS COMPASSION

Genuinely cares; shows empathy and respect for others.

DEMONSTRATES COURAGE

Provides positive and constructive feedback to others; speaks up; resolves conflicts; isn't afraid to take appropriate action.

DEVELOPS SELF

Works to improve personally and professionally; uses strengths; identifies and addresses development areas; is accountable.

PROMOTES TEAMWORK

Contributes effectively to teams; brings a positive attitude, is involved and engaged, and encourages sharing of ideas.

EMBRACES DIVERSITY

Is inclusive of people, ideas and perspectives; respects others; is open and curious; promotes fairness, equitable care and opportunity for all.

BUILDS PARTNERSHIPS

Relates well to others; is easy to approach and talk to; builds constructive and healthy relationships.

COMMUNICATES EFFECTIVELY

Speaks and writes clearly; seeks to understand; provides context and information people need.

MAINTAINS COMPOSURE

Manages oneself under pressure; is a calming influence in a crisis; is resilient.

LEADING BEHAVIORS

DEVELOPS PEOPLE

Knows each person's career goals; guides and encourages others; inspires and motivates people to live our Behaviors; holds people accountable.

BRINGS OUT THE BEST IN OTHERS

Creates an environment for people to do their best; empowers and engages others; helps others see how their work impacts the success of our organization; inspires joy and fun.

THINKS STRATEGICALLY

Uses broad knowledge; shares a vision for the future; creates competitive and innovative solutions; leads through change.

MAKES QUALITY DECISIONS

Makes sound decisions based on a mixture of analysis, knowledge and judgment; is guided by honesty and integrity.

MANAGES PROCESS

Figures out processes necessary to get things done; plans and organizes people and activities; simplifies complex processes.

➔➔ These behaviors bring our values

of **Excellence, Compassion, Partnership** and **Integrity** to life.

**HEAD
+ HEART
TOGETHER**