Performance Expectations and Competencies

There are basic competencies required for all positions. A basic competency is defined as a knowledge, skill, or behavior essential for one to function as an effective member of the University of Michigan. The following is a list of basic competencies:

- **Customer Focus:** Relates work and job purpose to UMHHC mission and commitment to putting patients and families first.
- **Teamwork:** Interacts effectively and builds respectful relationships within and between units and among individuals.
- **Communication:** Communicates effectively in ways that enhance productivity and build respectful relationships. Demonstrates active listening, written, verbal, and information technology skills. Shares relevant information.
- **Conflict Resolution:** Seeks constructive approaches to resolving workplace issues.
- **Integrity:** Adheres to high standards of personal and professional conduct.
- **Adapting to Change:** Responds positively to change, showing willingness to learn new ways to accomplish work.
- **Respect for Individuals:** Fosters mutual respect and supports UMHS commitment to diversity. Promotes community building and diversity initiatives that help employees learn and respect each others’ differences.
- **Safety:** Contributes to a safe and secure environment for patients, visitors, faculty, and staff by following established procedures and protocols as appropriate by job function.
- **Quality:** Adopts practices to improve work processes, enhance customer satisfaction, and ensure excellence in daily work.
- **Efficiency:** Accomplishes work in ways that maximize productivity and available resources while minimizing waste.