



Our Values

THE OHIO STATE UNIVERSITY

Our commitment to the communities we serve is formidable and unwavering. Our work does not merely impart knowledge—it creates it and fundamentally alters what is possible for people, communities, and institutions everywhere. The hallmarks of our work are leading-edge research and expanding educational opportunities. Our commitments also include stimulating economic prosperity and anticipating and addressing societal needs. We provide extraordinary learning opportunities for the whole student inside and outside the classroom and in the community. We conduct ourselves on behalf of the institution according to the following fundamental values:



www.osu.edu/eminence

We are committed to:

EXCELLENCE—in the standards we set, the results we produce, the relationships we are in, and the dedicated service we provide.

COLLABORATING AS ONE UNIVERSITY—our aspirations demand we remove internal boundaries—we must share information, promote teamwork, and think creatively to make this happen.

ACTING WITH INTEGRITY AND PERSONAL ACCOUNTABILITY—we accept responsibility for our actions, we keep our word, we focus on solutions rather than fault and blame, and we take initiative to make things happen.

OPENNESS AND TRUST—our communication is direct and honest, we promote authenticity and transparency in our relationships and activities, we're open to feedback and coaching, and we give feedback with candor and respect.

DIVERSITY IN PEOPLE AND IDEAS—the health of our environment demands that we respect each other, that we are inclusive, and that we profoundly value who each of us is as a whole person and what each of us uniquely contributes.

CHANGE AND INNOVATION—these principles are our heritage and our future—we're curious, we're creative, and we embrace positive, constructive conflict.

SIMPLICITY IN OUR WORK—in the administration and management of our enterprise we are responsive, ethical, and transparent, and we strive to make the functioning of this complex institution simple and efficient.

EMPATHY AND COMPASSION—this is at the heart of what we do. We are caring, respectful, and encouraging to each of our customers and to each other. Because we are sensitive to individual needs, we actively listen and seek ways to improve the OSU Medical Center experience.*

LEADERSHIP—we live in alignment with our values and are thoughtful about how we influence others as we develop and deliver personalized health care.*

*The OSU Medical Center has two additional values to support a focus on improving people's lives through personalized health care.

Service Orientation

Effectively and respectfully serves faculty, staff, students and/or public. Professional and courteous.
Effectively listens to team members and others.
Responds quickly to inquiries and requests, and ensures completion/resolution.
Supports varying needs of faculty, staff, students and/or public.
Takes ownership of work and does not pass/transfer work inappropriately.
Identifies, takes action and solves problems at the point where they occur.

Collaboration and Teamwork

Embraces diversity - people, perspectives and contributions.
Demonstrates a positive attitude.
Consistently builds and enhances work relationships.
Works collaboratively with other unit members, including sharing information.
Demonstrates directness, transparency and authenticity in work style and communication.
Focuses on solutions instead of blame or rationalization.
Supports and motivates colleagues.

Drive for Excellence

Displays integrity in interactions.
Results-oriented, focused on unit, college, and university strategic goals.
Seeks the most efficient and effective method by which to execute objectives.
Completes projects in a timely manner.
Takes initiative: seeks ways to assist supervisor & other employees achieve objectives.
Refines skill set or develops new skills as applicable to current position, when appropriate.

Functional and Technical Skills

Job knowledge.
Uses sound judgement.
Uses effective communication skills and appropriate methods of communication.
Accuracy and quality of work product.
Complies with unit, college and university policies and procedures, and legal requirements.
Keeps information and records organized and accessible to others, as appropriate.
Proficient with computer systems and software necessary to function in current position.
Accomplishes agreed upon workload.
Attendance & punctuality.

Change and Innovation

Displays adaptability, flexibility, and ability to work through changes within unit/division/college.
Demonstrates the ability to think strategically.
Seeks new and innovative methods of completing assignments. Positively challenges the status-quo.
Seeks candid feedback from others and integrates feedback, new knowledge and methodologies to advance self and university.
Readily assumes additional or new responsibilities.
Supports change efforts to further unit, college and university goals.

Leadership

Successfully manages established budget, employing cost-effective measures.
Integrates objectives, opportunities and resources; effectively prioritizes and balances workload.
Anticipates unit needs and takes action.
Provides direction, then empowers employees with the authority, responsibility and resources to achieve results.
Effectively coaches, develops, challenges and mentors team members.
Holds staff accountable through timely performance feedback, counseling or improvement plans.