

# WORKPLACE EXCELLENCE

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# ASU VALUES

Demonstrating ASU Values in How I  
Perform My Job

# WORKPLACE EXCELLENCE

Today's workshop objectives:

- ◉ ASU's Design Aspirations
- ◉ Workplace Ethics
- ◉ Professionalism

# ASU'S DESIGN ASPIRATIONS

- ◉ Leverage Our Place
- ◉ Transform Society
- ◉ Value Entrepreneurship
- ◉ Conduct Use-Inspired Research
- ◉ Enable Student Success
- ◉ Fuse Intellectual Disciplines
- ◉ Be Socially Embedded
- ◉ Engage Globally

# WORKPLACE ETHICS

Misuse of University Assets

Ethics at Work

Accountability

# MISUSE OF UNIVERSITY ASSETS

Your Manager calls you into his or her office after receiving a complaint from a coworker that you routinely make personal copies during your scheduled work hours. You know that your manager is aware that you have a personal business. One of the flyers from your new marketing materials was left on the department copier. In the conversation your Manager states that you are required to reimburse the University for the personal copies that you made.

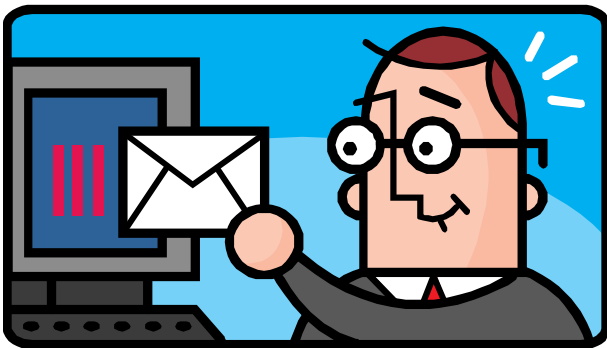
- ❑ Could this be perceived as an inappropriate use of University Assets?

# MISUSE OF UNIVERSITY ASSETS

- ⦿ Need to consider University Policies
  - SPP 801: Employee Conduct and Work Rules
  - SPP 812: Misuse of University Assets
- ⦿ Be conscientious of the impact of your action to your workplace

# ETHICS AT WORK

You want to send some documents to your sister who is considering moving to Arizona with her family. You have gathered some information about recently foreclosed properties that she might be interested in reading about and placed them in a ASU bar-coded manila envelope and put it in outgoing mail.



# ETHICS AT WORK

- Being ethical at work also includes being fiscally responsible.  
One copy...could easily turn into 100!
- Be familiar with and follow ASU Policies as well as your department/business unit guidelines.
  - SPP 812: Misuse of University Assets
  - SPP 801: Employee Conduct and Work Rules

# ACCOUNTABILITY

Recently you have had on-going attendance and tardiness issues. You are the Front Office person responsible for opening the office at 8:00 AM daily and it is important because your area has a lot of student traffic. Because of your frequent absenteeism and tardiness, students sometimes have to wait outside your door until your or someone else arrives to let them in and for service.

# ACCOUNTABILITY

- ◉ Understand your Job Duties & Responsibilities
- ◉ Be responsible and accept the importance of your role and how it fits into the bigger picture
- ◉ Manage your time, and do not waste others'
- ◉ Help provide solutions and not just pass problems on to someone else
- ◉ Ask and be open to feedback
- ◉ Do what you say you will do

# ACCOUNTABILITY

- ⦿ Push yourself to keep learning new skills and grow in your current position, as well as within the organization
- ⦿ Take ownership of your mistakes and correct them
- ⦿ Respect others' opinions and know that sometimes you will be out voted

# PROFESSIONALISM

Excellence in Customer Service

What Not to Wear

# EXCELLENCE IN CUSTOMER SERVICE

Keys to providing EXCEPTIONAL Customer Service:

- ◉ Be professional
- ◉ Remain neutral when dealing with customers
- ◉ Remember to defuse situations that appear heated before you attempt to solve them
- ◉ Always remain calm and use appropriate language
- ◉ You may NOT have the answer but follow through on your commitments
- ◉ Be accurate-Be Honest!
- ◉ Work to give the customer what they want

# WORK ATTIRE: WHAT NOT TO WEAR

You are a student worker who loves your new job. You are part of the back-end administrative support so you can wear your favorites: 'distressed torn jeans' and thin-strapped tube tops and matching flip-flops. You have noticed that the other regular support staff cast rolled-eyes at you when you report into work. You do not know why they seem unhappy with you. While the jeans are ripped, they do not show any undergarments or private body parts. You have good hygiene and are a diligent worker.

# WORK ATTIRE: WHAT NOT TO WEAR

- Remember your position and role in the office. First impressions are important.
- Proper office attire is key to promoting professional perception of staff in the work environment.
- Is there a departmental dress guideline in your area? Be sure to follow ASU and department guidelines.
- Consider Policies
  - SPP 801-Employee Conduct and Work Rules

# WORKPLACE EXCELLENCE

Demonstrate EXCELLENCE in how you perform your job:

- ◉ Live the eight University Design Aspirations
- ◉ Demonstrate good business ethics in the use of University assets
- ◉ Be professional in how you present yourself, remember you represent the University
- ◉ Deliver excellent customer service, and
- ◉ Be accountable-meet performance expectations

# REFERENCES

- ◎ SPP Manual

- <http://www.asu.edu/aad/manuals/spp/index.html>

- ◎ ASU Values

- <http://newamericanuniversity.asu.edu/>

# QUESTIONS