

Segers Seven Steps to Success

TEAMWORK:
Collaboration & communication towards a common goal.

Demonstrations:
Trust the job will get done.
Help each other; WIN/WIN attitude.
Respect different viewpoints.

Violations:
Micromanage.
Having a NOT MY PROBLEM ATTITUDE.
Doing the bare minimum.

INTEGRITY:
Doing the right thing, even through adversity.

Demonstrations:
Honest, fair, and respectful.
Consistent & reliable in showing up ready to work.
Speak up when something is wrong.
Take accountability, doing things right the 1st time.

Violations:
Taking short cuts.
Pointing fingers and assigning blame.
Spreading rumors.

PROACTIVE:
Think, Plan, Prevent.

Demonstrations:
Anticipate & identify problems before they occur.
Take action.
See the big picture.

Violations:
Emotionally reacting to situations.
Band aid fix.
Procrastination.

DIVERSITY:
Everyone has equal opportunity.

Demonstrations:
Accept new ideas, perspectives, & experiences.
Open communication to help bridge the gap between generations.
Respect language & cultural barriers.

Violations:
Holding prejudice and judgement.
Impose our beliefs on others.

PERSONAL AND PROFESSIONAL DEVELOPMENT:
Improving skills and increasing experience.

Demonstrations:
The more you know, the more you grow.
Completing required documentation for outlined job training.
Taking initiative to increase knowledge.

Violations:
The unwillingness to train or teach in fear of being replaced.
Not setting or completing personal goals.

TRANSPARENCY:
Openness & accountability.

Demonstrations:
Employees realize the value of their work and contributions.
Goals and objectives are clearly defined.
We do what we say and lead by example.

Violations:
No follow through.
Not communicating changes.
Lack of departmental involvement.

POSITIVITY:
Have an Optimistic Attitude.

Demonstrations:
positive thinking = positive behaviors.
Start your day with a smile.
Be kind and considerate.
Give praise and celebrate successes!

Violations:
Speaking/acting with harshness or negativity.
Being unconstructive.
Bringing down morale.