

Converse Service Expectations

Responsible Office(s) Human Resources, Provost

Policy Statement

It is the policy of Converse University to encourage and expect each employee of the University to at all times meet and comply with the following Service Expectations:

Caring Attitude

- Welcoming (smiles, friendly)
- Courteous
- Encouraging
- Compassionate
- Considerate of others
- Helpful (patience)

Integrity

- Respectful
- Appropriate confidentiality
- Diligent work ethic
- Trustworthy
- Honest
- Professional

Teamwork

- Reliable
- Shares knowledge
- Willing to help others
- Flexible
- Supportive
- Positive approach

Effective Communication

- Good listener (makes eye contact, attentive)
- Communicates clearly (oral and written)
- Approachable

The statements following each Converse Service Expectation are intended to be examples of the behavior. Additional expectations may be set forth.

Version History

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