

High-performance Behaviors

How effective are you at demonstrating the high-performance behaviors that are critical to setting and maintaining a standard of personal accountability?

For each behavior, rate yourself on a scale of one (1) to five (5) where one (1) is “I have room for improvement” and five (5) is “I excel.”

High-performance Behaviors	1	2	3	4	5
1. Talk to people, not about people; don't gossip.					
2. Take the problem to the person you are having the problem with.					
3. Avoid “meetings after the meeting” by asking questions, getting clarity, and/or respectfully pushing back during meetings.					
4. Get crystal-clear on tasks and projects before beginning.					
5. Look back and analyze when things go wrong.					
6. Take responsibility for outcomes and results, whether positive or negative.					
7. Admit when you have made a mistake and apologize.					
8. Look for solutions rather than placing blame.					
9. Develop meeting agendas that include topics, times, and names of presenters; send agendas before meetings.					
10. Manage time wisely and admit when you (or your department) can take on more work.					

Patient Experience Behaviors	1	2	3	4	5
1. Support organizational values, service standards, and/or priorities through actions and words.					
2. Speak up when something contradicts your organization's values, service standards, and/or priorities.					
3. Communicate in a respectful and professional manner, even if the person I'm speaking with is not respectful or professional.					
4. Seek to understand and improve core measures, quality metrics, best practices, patient satisfaction measures, and employee engagement measures.					
5. Take steps to maintain personal health and wellness.					
6. Encourage colleagues and offer words of praise for excellent work.					
7. Consider who might be listening and what is appropriate in the situation before I speak.					
8. Inspire and motivate others by sharing stories and personal experiences.					
9. Visible to my team even when there's not a problem to address.					
10. Give patient experience the same priority as clinical care and financial stability.					

Where do you excel?

Where can you improve?