

## **MDT CORE BEHAVIORS**

### **COMMUNICATION**

**Definition-** Provides timely and concise information to others verbally, nonverbally and in writing which is understandable and appropriate. Ensures communication occurs among all organizational levels and with customers appropriate for level of position. Encourages open, honest and constructive expression of ideas and opinions. Demonstrates active listening skills, accepts constructive feedback and seeks to understand others' viewpoints.

### **PROBLEM-SOLVING & DECISION MAKING**

**Definition-** Approaches problems with an open mind. Independently identifies problems and takes action and responsibility for solving problems appropriate for level of position. Makes decisions designed to achieve desired outcomes. Makes valid assumptions when information is unclear or lacking. Identifies alternatives and appropriately evaluates expected results. Presents supporting information and recommendations when higher level decisions are required, and provides appropriate and timely notification to supervisor when making higher risk decisions.

### **PERSONAL ACCOUNTABILITY AND OWNERSHIP**

**Definition-** Takes pride in the job. Accepts individual responsibility for all actions taken. Upholds a positive attitude and outlook that are conducive to growth and success for various situations, even during difficult times. Models honesty, integrity, trust and openness in the workplace.

### **TEAMWORK**

**Definition-** Works cooperatively with others as part of a team as opposed to separately or competitively. Embraces the foundation of effective and results-driven teamwork. Demonstrates a collective attitude that drives productivity for the entire organization.

### **FLEXIBILITY AND ADAPTABILITY**

**Definition-** Accepts change as a healthy and normal part of growth. Receptive to new information and recognizes the validity of various viewpoints; sees situations objectively. Aligns work behavior with positive work attitude by demonstrating open-mindedness. Setbacks are used as a means to modify approaches for the future.

## **LEADERSHIP AND DEVELOPMENTAL ORIENTATION**

**Definition-** Steps into a leadership role when needed and understands the importance of personal development to the organization's success. Actively engages in professional self-development opportunities. Recognizes the importance of flexibility to promote the objectives of the organization and demonstrates a genuine desire to learn. Strives to exceed expectations. Seeks and shares information, feedback and knowledge with key persons inside and outside of the organization to ensure successful outcomes.

## **WORKPLACE SAFETY**

**Definition-** Accepts that safety is everyone's responsibility and must be incorporated into every business process. Plan each work activity with the intent of identifying potential hazards and developing control methods for those hazards. Strive for continual improvement in safety performance, and to place the safety and health of employees and customers as the organization's highest core value.

## **ADDITIONAL COMPETENCIES - MANAGEMENT/SUPERVISORY**

### **WORKPLACE SAFETY**

**Definition-** In keeping with MDT's commitment to workplace safety, manage and ensures compliance with the following programs as appropriate: Employee Safety; Workers' Compensation Claims Management; Return to Work Program/Work Thru Program; Risk Management; Occupational Safety and Health; Drug and Alcohol Testing; Hearing Conservation; and First-Aid/CPR.

### **PERFORMANCE MANAGEMENT**

**Definition-** Responsible for ensuring the Performance Management process is implemented annually with all direct reports, in a consistent and fair manner.

### **CIVIL RIGHTS COMPLIANCE**

**Definition-** Understands and promotes a workplace free of discrimination, harassment, and/or retaliation. Mitigates and investigates all complaints in a fair and timely manner.