

The Ohio State University Medical Center
Dorothy M. Davis Heart and Lung Research Institute

Core Laboratory Managers Employee Standards

Individuals in my organization have the right to expect the following of me:

- Honesty, fairness and directness in dealing with visitors, co-workers and others.
- Accountability for my areas of responsibility.
- Treatment of others with respect.
- Dealing with requests for services, information or complaints in a timely manner.
- Open-mindedness and sensitivity with regard to differing views and opinions, as well as willing-ness to compromise to accomplish goals.
- Positive attitude in dealing with others.
- Willingness to help co-workers when another employee's workload warrants it.
- Taking pride in my work and the organization in which I work.
- Conscientiousness on the job.
- Supportive of the goals of excellence of the DHLRI and University.
- Discretion in dealing with confidential data and issues.
- Striving for quality and consistency at all times in the performance of my duties.
- Dependability with regard to time spent at work as well as work projects.
- Willingness to accept criticism gracefully and seek ways to improve my performance.
- Representing the DHLRI with the highest of integrity and professionalism.

11/5/02