

BONE & JOINT

STANDARDS OF BEHAVIOR

Professionalism

Consistently uses AIDET when dealing with internal and external customers.

Takes responsibility for personal actions and behaviors, honest and kind during all interactions.

Creates and participates in a team environment where honest feedback is seen as valuable, not critical.

Respects each other's time by being on time for all meetings/appointments.

Uses appropriate language at all times when speaking or sending email (any communication). Never use profanity.

Protects confidential information about the organization, employees, and patients.

Looks professional in dress, grooming, and manner. Wears name badge above the waist (and is visible). Adheres to departmental dress policy.

Coaches others when needed. Identifies and addresses observed inappropriate behaviors of co-workers.

Uses adult conversations to resolve issues—go directly to coworkers involved or to your manager.

Delivers quality care and service to all.

Takes the initiative to renew and refresh personal knowledge and experience. Seeks self-development and utilizes tools that are provided to grow personally and professionally.

Refrains from disruptive behavior, discrimination, or any type of harassment.

Uses positive body language and presents self professionally (i.e., make eye contact, avoid slouching).

Do the right thing – even when no one is watching (i.e., changes toilet paper roll in bathroom, picks up litter).

Confronts and manages conflict while maintaining dignity and respect for others.

Recognizes different communication styles—compromises when needed. Looks for ways to communicate effectively with co-workers and patients.

Attitude

Maintains and models a positive and loyal attitude to Bone & Joint, even in the face of adversity.

Conducts self as a member of a “solutions” team by engaging in group problem solving. Identifies problems AND provides ideas for resolution.

Replaces criticism with positive ideas.

Projects a caring and concerned attitude and seeks to understand.

Treats company resources as if own.

Always greet each other with a smile and verbal acknowledgment.

Respect

Acknowledges others with a positive attitude.

Is sensitive to all points of view.

Thanks others for a job well done.

Values others' time and priorities.

Discusses concerns using appropriate channels (i.e., in private vs. social media).

Praises in public.

Values own job and job of others and its contribution to the organization.

Promotes, develops, protects, improves and preserves the reputation of Bone & Joint, including the organization's confidential information.

Does not embarrass or criticize partners and/or co-workers in the presence of others.

Does not gossip (about people), spread rumors (about the organization) or talk negatively about others.

Keeps personal phone calls to a minimum.

Speak to you in a pleasant tone in person or on the phone.

Teamwork

Helps out whenever possible – in the office or in the community. Doesn't wait to be asked; takes initiative and volunteers.

Asks for input before making decisions that may impact others.

Listens, offers positive advice; does not interrupt others.

Supports and affiliates with the organization publicly.

Supports the decisions of the organization.

Manages up teammates, leaders, and self both internally and externally (i.e., AIDET).

Celebrates individual, departmental, and organizational successes.

Helps co-workers feel appreciated and valued—sends thank-you notes for specific actions.

Always keep your word; others are depending on you.

Respond to phone calls and emails within 48 hours (business days).

3/2014

BONE & JOINT