



Faribault's HR Group

Designing and Implementing
EMPLOYEE BEHAVIORAL STANDARDS

Lucy Dupree MA – HR Leader, District One Hospital

Total Employee Assessment

- Hard Skills
- Technical Skills
- Essential Functions
- Competencies
- Soft Skills
- Behavioral Standards

Total Assessment

Hard Skills

+

+

-

-

Soft Skills

+

-

+

-

Measuring Behavioral Standards

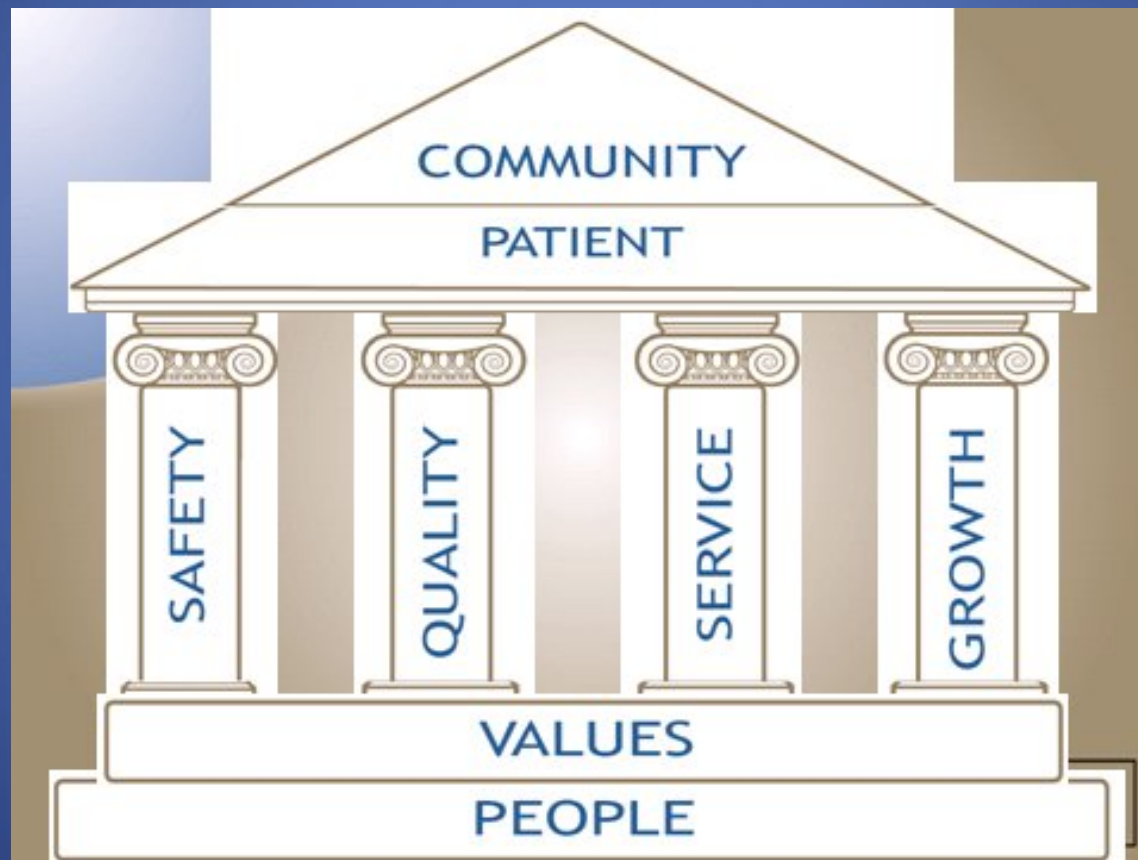
- Changing your Culture
 - Implemented in 2 organizations, successful results
 - Statistics support the success of Hardwiring Excellence Standards

Identify Organization's Values

- Review
 - Mission
 - Vision

Resource – Hardwiring Excellence, Quint Studer

District One Hospital



People Foundation

- Teams lead by Human Resources
 - Leadership Development Team
 - Physician/Provider Satisfaction Team
 - Recognition Team
 - Communication Team
 - Standards Team

Identify Employee Values

- Standards Team
 - Gain employees buy-in for standards
 - Sample Charter

Survey the Employees

- My two most important core values are:
- Chart the results with Wordle.com (free!)

A word cloud graphic centered on the word "integrity". The word "integrity" is the largest and most prominent, rendered in a dark teal color. Surrounding it are various other words in different sizes and colors, including shades of brown, green, and yellow. The words are arranged in a roughly horizontal, cloud-like shape. The largest words include "service", "quality", "compassion", "respect", "caring", "dependable", "safety", "teamwork", "work", "patients", "hard", "trust", "kind", "attitude", "communication", "accountability", "dedication", "efficiency", "commitment", "loyalty", "accuracy", "people", "customer", "ethics", "level", "satisfaction", "person", "compassion", "performance", "conspicuity", "person", "attitude", "communication", "accountability", "dedication", "efficiency", "commitment", "loyalty", "accuracy", "people", "customer", "ethics", "level", "satisfaction", "person", "compassion", "performance", "conspicuity", "person", "attitude", "communication", "accountability".

service
quality
teamwork
work
professionalism
patients
compassion
safety
respect
caring
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dedication
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commitment
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compassion
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attitude
communication
accountability

Build on Employee's Values

- Create standards in alignment with pillars

Create Sample Levels

- High
- Good
- Low

Include in Performance Appraisal

- Communication Plan of Expectations

Essential Duties + Employee Standards = Total

Leadership Standards

- Employee Standards, and MORE

Standards Purpose

