

Core Success Factors

The key attributes that are critical for all Lehigh University staff



LEHIGH
UNIVERSITY

Integrity and Honesty

- Are widely trusted and trustworthy
- Are a direct, truthful individual
- Present truth in an appropriate and helpful way
- Keep confidences
- Admit mistakes
- Never misrepresent self or Lehigh for personal gain

Equitable Community

- Wholly value variety and diversity
- Treat all members of the campus community with dignity and respect
- Are approachable, regardless of the audience
- Support equal and fair treatment and opportunity
- Be familiar and invested in [The Principles of Our Equitable Community](#) and [Standards of Performance and Conduct](#)

Effective and Responsible Communication

- Communicate clearly and listen actively
- Ask questions to ensure understanding
- Exercise mature judgement and emotional intelligence in communication with others
- Build and foster shared ideas, resources and collegial relationships

Collaboration and Teaming

- Demonstrate caring, sharing and cooperation
- Seek and accept feedback from peers and managers
- Incorporate feedback into actions, behaviors, and approaches for improved team success
- Identify hidden problems and participate in big picture solutions

Accountability for Work Expectations

- Are very productive and efficient in planning and executing work
- Produce value-added results that consistently meet or exceed the standards and expectations of internal and external customers
- Hold self and teammates accountable for assigned responsibilities and results
- Eagerly learn new skills and capabilities to improve for the future

Commitment to Change, Progress, and Learning

- Approach daily work and responsibilities with initiative and a fresh, creative outlook
- Be sensitive to due process and proper pacing
- Anticipate and adjust for roadblocks and modify work habits and practices appropriately
- Demonstrate enthusiasm, support, and agency for change
- Offer new ideas when old approaches have failed or are no longer effective

