

# Living the HR Values



## Communication

*We provide meaningful and timely interactions and information that supports the success of the WSU community.*

- Listen actively
- Seek to understand
- Respond in a timely manner
- Adjust communication style to suit the audience
- Articulate verbal and written information clearly



## Innovation

*We leverage resources and maximize opportunities to create and improve processes and practices.*

- Remain open to new ideas
- Explore possibilities for continuous improvement
- Challenge the status quo
- Share best practices internally and externally



## Collaboration

*We partner with others in an inclusive and proactive manner to support the achievement of school, college and division goals.*

- Respect the contributions of all team members
- Seek opportunities for partnership
- Work together to achieve shared goals
- Cultivate internal/external relationships
- Participate fully



## Integrity

*We make a personal choice to act in the best interest of the WSU community.*

- Be accountable for actions and work
- Admit mistakes
- Do what we say we will do
- Do the right thing



## Excellence

*We create and deliver the highest quality HR programs, services and outcomes.*

- Provide high quality, professional products and services
- Deliver beyond expectations
- Seek higher standards



## Service

*We focus our efforts to ensure that our customers feel valued and respected.*

- Deliver high quality experiences with every interaction
- Put customers first
- Provide timely responses
- Provide updates on status
- Provide value in your solutions