



Standards of Behavior

Raising our Standards

Committing to our Standards

Living by our Standards

... achieving Excellence



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Keith Miller, Ph.D., President

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As our focus at Greenville Technical College continues to be teaching and learning, my vision for a culture of service excellence remains clear. The formation of the Standards Team in 2009 was an opportunity to help our institution reach its highest potential by raising the mission, vision, and values of our college to new heights.

The Standards Team was comprised of a cross-section of employees from departments and campuses across the college. The process of creating and implementing behavioral standards was supported by me and the President's Cabinet. The goal of the team was to develop behavioral standards that would promote a culture of excellent internal and external customer service.

Although the standards of behavior have been in place for the last eight years, they remain relevant in the college's pursuit of excellence. I invite you to read these standards, to commit to following them with your signature, and to embody the standards on campus and in the community.



Keith Miller
Keith Miller, Ph.D.
President

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The Core Values of Greenville Technical College

Learning

We are committed to providing quality learning opportunities that enable individual and community achievement and that are affordable and accessible for all members of our community.

Integrity

We believe trust is an essential element in a safe and effective learning environment, so we promote and foster openness, honesty, respect, and fairness.

Diversity

We recognize and celebrate diversity, so we value and support considerate, meaningful communication and inclusiveness in collaborative decision-making processes.

Cooperation

We value collaboration and teamwork, so we foster caring, professional relationships among students, employees, and our community in an effort to expand partnerships.

Excellence

We value continuous improvement, so we encourage innovation, creative problem-solving, and responsible risk-taking as we act courageously, deliberately, and systematically to enhance and enrich our learning environment.

Accountability

We value students, faculty, and staff, so we recognize their contributions, encourage their professional development, and regularly evaluate performance to improve learning outcomes, programs, processes, and services.

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Embracing the Core Values of Greenville Technical College,
I commit to the following

Standards of Behavior:

Collaboration
Forward Thinking
Communication
Professionalism

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**Working in partnership with all members
of the Greenville Technical College Community,**

I will ...

- demonstrate teamwork by working with others to achieve the common goal of providing quality service in a positive and effective manner.
- strive to understand the various cultures and groups of the college community, being respectful and appreciative of diverse needs and perspectives.

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Forward Thinking

Utilizing innovative and creative approaches in order to foster an atmosphere of learning, service, and growth,

I will ...

- embrace change by being flexible, positive, proactive, and resourceful.
- take the initiative to find solutions.
- actively pursue and participate in professional development opportunities.

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Communication

**Employing effective and positive interaction that reflects pride
in Greenville Technical College,**

I will ...

- be courteous in all verbal and nonverbal sharing of information.
- learn and comply with laws, college policies, and agreements relating to confidential information.
- listen actively; be responsive and receptive using clear, concise speech and accurate terminology; and share information appropriately.
- practice proper and pleasant telephone etiquette by answering and returning all calls promptly.
- practice responsible and professional email etiquette.
- respond promptly to all requests and inquiries.

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Professionalism

**Displaying an attitude of excellence while providing
an exceptional level of service and quality
in all actions and interactions,**

I will ...

- be an ambassador for GTC at all times, ensuring that my actions and words reflect positively on the college.
- provide exceptional service with a pleasant demeanor showing empathy, kindness, and sincerity.
- reflect a professional image by dressing appropriately for the duties I perform and the events I attend.
- take responsibility to know and apply policies, resources, processes, and systems to better serve my co-workers and customers.
- take ownership of all my actions.

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With great enthusiasm, a team of employees volunteered to develop a uniform set of behavioral standards for the college community. The employees came together, bringing diverse backgrounds and experiences, to develop these standards, meeting over a period of several months, researching efforts of other institutions, and working individually and collectively to craft each standard.

Their starting point was the core values of Greenville Technical College, ideals that the college adopted to guide its actions. From these values, this list of behavioral standards was developed, not with penalties in mind, but with the goal of achieving excellence in behaviors toward one another as well as toward students and the stakeholders serve.

As the team neared the conclusion of its work, members were excited to realize that they had modeled these behaviors each time they met. They found this made the meetings both productive and pleasant. With belief in the effectiveness of these standards and determination to make them part of the Greenville Technical College culture, this document was shared with all college employees and now with you.

The Standards Team included David Ackerman, Ginger Cone, Andrew Fitch, Joel Foster, India Fulkerson, Julie Gianelloni, Travis Gleaton, Jim Greer, Robert Gregory, Mary Hendrix, Becky Mann, Dr. Chuck Morton, Andrew Shealy, Linda Smith, Gina Marie Thomas, DJ Wetzels, and Diane Youngblood. This team of employees was led by the late FM Rogers, former dean and retiree with more than 27 years of dedicated service to the college. Susan M. Jones served as the President's Cabinet liaison for the Standards Team.

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Shared Commitment

With my signature below, I commit to upholding the Greenville Technical College Standards of Behavior.

Signature: _____

Printed Name: _____

Department: _____

Date: _____

Please complete this form and return it to your immediate supervisor.

Employee ID # _____

Immediate supervisor, please send the completed form to Human Resources for inclusion in the employee file.



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