



Customer Focus

- Customer Satisfaction
- Meet External & Internal Customer Expectations
- Quality Service
- Long-Term, On-Going Customer Service

Leadership

- Lead Courageously
- Champion Change
- Foster Teamwork
- Challenge Others
- Build Relationships
- Integrity
- Personal Drive
- Vision/Strategy
- Coach & Develop
- Personal Effectiveness

Strengths and Values

Business/Technical Knowledge

- Industry Knowledge
- Project Management
- Design-Build
- Scheduling
- Estimating
- Value Engineering

Management & Employee Development

- Demanding Performance Objectives
- Create Development Opportunities
- Identify/Manage Performance Issues
- Recognize & Respect Diversity
- Recognize Accomplishments
- Involve Employees

Results Management

- Safety First
- Customer Focus
- Quality Focus
- Environmental Commitment
- Strategic Alignment
- Drive Excellence
- Decision Making
- Systems & Processes

Innovative Practices & Continuous Improvement

- Champion Innovation
- Apply Best Practices
- Open to New Ideas
- Support & Manage Change

Communications

- Oral Communications
- Written Communications
- Active Listening
- Share Information
- Electronic Technology