Customer Focus

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

Business/Technical Knowledge

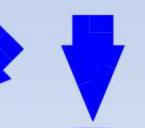
- Industry Knowledge
- Project Management
- ·Design-Build
- Scheduling
- Estimating
- Value Engineering

Results Management

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



Strengths and Values



Innovative Practices & Continuous Improvement

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

Leadership

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

Management & Employee Development

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

Communications

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