

Ensure Your Success @ UNC Charlotte

Welcome to the Campus Community!

Introduction

The purpose of this information is to provide new employees with best practices for success in their role at UNC Charlotte.

This information will:

Develop a positive employee-manager relationship.

Help new employees:

- Transition into (or advance within) the University.
- Develop realistic expectations of the job.
- See how they fit into the big picture of the University.
- Adapt to the University culture.
- Make connections

First Beginnings

- Remember that it's natural to be nervous.
- Be a comfortable person to approach.
- Show a sincere willingness to learn and adjust.
- Extend your hand of friendship and/or say *Hello* first, if necessary.
- Communicate an open and positive attitude.
- Relax, smile and enjoy a good laugh.
- Get to know co-workers and learn about their interests.

Remember Names

- Listen attentively to the name when being introduced.
- Repeat the name openly and if necessary, ask for the spelling.
- Associate the name with something familiar (ex. Phil with Philadelphia).
- Repeat the names and association in your mind.
- Make note of the name and association.

Learn the Culture

- Read all company communications (University and department websites, Campus News, etc.).
- Become aware of the culture (how things are done, how people interact, protocol, etc.) within your work group.
- Determine how others have excelled.
- Ask for feedback from your supervisor and co-workers.
- Network within to introduce yourself and understand the larger culture.
- Provide feedback and suggestions.
- Listen and listen again.

Contribute to UNC Charlotte's Mission and Goals

- Look for opportunities to explore and solve problems.
- Be open to learning and change regardless to your years of experience and education.
- Project an attitude that says, *I'm ready to contribute to the mission and goals!*
- Promote Brand YOU! Your work is your brand signature.
- Demonstrate standards of excellence in your performance and relationships.
- Respect diversity.
- Ask for help as much as necessary to do your job.
- Make sure you clearly understand the mission, goals and business of the University and how your work contributes to its success.

Building and Maintaining Relationships

Your leader is one of the most important persons with whom you will interact on the job. The following guidelines will help you develop and manage that relationship.

Building and Maintaining Relationships

- Initiate open, two-way communications.
- Ask questions.
- Discuss any problem related to your performance. Failing to communicate only adds to the problem.
- Ask for feedback rather than wait for it.
- Show dedication, commitment and enthusiasm.
- Identify and discuss your training and learning needs.

Building and Maintaining Relationships

Get to know your supervisor, the work context and work environment through an understanding of:

- The supervisor's goals and objectives.
- His/her strengths and limitations
- The pressures the supervisor experiences.
- His/her preferred work style.

Building and Maintaining Relationships

Conduct a self-assessment and identify your: :

- Strengths and limitations.
- Expectations and needs.

Develop and maintain a relationship that:

- Fits your needs and style as well as your supervisor's.
- Is characterized by mutual expectations.
- Keeps your supervisor informed.
- Is based on dependability, honesty and trust.

Co-worker Relationships

Your relationship with co-workers is vitally important. All team members depend on you and you on them. Team results are best when members help each other accomplish the team's goals.

- Be a person who is approachable.
- Be friendly.
- Communicate openly and frequently.
- Ask for help when necessary.
- Be open to learning from others.
- Listen. Then listen more.

Co-worker Relationships (continued)

- Accept the uniqueness of others.
- Care about others.
- Be generous with positive feedback.
- Express frustration and concern constructively and with a problem-solving focus.
- Stress cooperation instead of competition.

Basic Relationship Building

- Look past one's personality to what the person is trying to accomplish.
- Don't expect perfection from anyone. We're only human.
- Discuss working agreements, preferences and styles.
- Communicate openly and don't allow a small matter to turn into a major issue.
- Communicate with your supervisor first about any problem.
- Focus on the problem/issue to be resolved, not the personality.
- Promote self-esteem in yourself and others.
- Create an atmosphere of trust and positive feelings.
- Respect individual differences and value other's contributions.