



How To Be An Excellent Employee



One goal of our company is to have great employee relations. We realize the quality of any relationship is a two-way street. So you don't have to assume what we are looking for, this booklet has been prepared to help clarify some of our expectations and hopes for the relationship.

Yes, there are a bunch of do-nots. Big surprise there! But, there are also plenty of please-do's. Living up to these expectations is a requirement and opportunity of employment.

Refer to this booklet frequently. Use it to benchmark your contribution to the quality of the employment relationship. You can expect us to live up to these values and guidelines too. If you ever have questions about proper decision making or what is expected of you, seek answers or direction from your supervisor without hesitation.

01 Live our mission statement: *We create amazing client experiences.*



02 Follow the Golden Rule. Act with respect and responsibility to those around you.

03 Be trustworthy. Trust is the most important factor in our relationship. Being trustworthy requires right mix of skills and character.



04 Be clear about the skills required for your position. Benchmark your abilities and request training where you need it.

05 Walk your talk. Your "say to do ratio" goes along way towards having a trustworthy character.



06 Act ethically. If you ever have a question about the appropriateness of your conduct, or that of someone else, make sure to get help.

07 Don't talk behind someone's back. We expect your loyalty and best efforts, and you should expect ours in return. If there is something you dislike, let us know, and we will work it out.



08 Don't make decisions in haste or out of desperation. There's always enough time to make the right decision.



09 Saying "no" is OK. Just make sure you're saying it for the right reason.

10 Don't just punch the clock. If you run out of things to do, find out if there is anything else you can do to bring value to the company.



11 Abide by the policies and procedures of the company. Violation of our policies and procedures will not be taken lightly.

12 If you see, or are aware of, something that is unsafe, let us know immediately.



13 If you are ever injured, let us know immediately.

14 Please come to work and leave work on time. Take your required lunch period and breaks.



15 Do not take unauthorized overtime. If you are a non-exempt employee, use an Overtime Authorization Request Form.

16 Don't harass, discriminate, use profanity, or tell off-colored jokes. We won't tolerate it.



17 If you are harassed or discriminated against, speak up! We can't address improper conduct unless we know about it. Contact HR ASAP!



18 Embrace the diversity of our employees and customers. We are strong because of our diversity.

19 Do not come to work in possession of potentially hazardous or dangerous property such as firearms, weapons, chemicals, etc.



20 You are prohibited from possessing, using, distributing, selling, or being under the influence of alcohol, drugs, or other controlled substances during working hours or on company business.



21 Do not use company property or that of a visitor, customer, or fellow employee, without prior authorization or consent.

22 Do not disclose company trade secrets and other confidential or proprietary information to third parties.



23 The company's voicemail, e-mail, and internet systems are company property. They are not to be used for personal reasons, and the company retains the right to monitor your usage.



24 Do not engage in outside employment that interferes with your ability to perform your job at this company.

25 Don't accept unauthorized gratuities or gifts in connection with company business. Regardless of who it comes from or the intent behind the gift. Ask management for permission anytime you are solicited with such offerings.



26 Do not solicit fellow employees on company time or company property without permission. Whether your daughter is selling Girl Scout cookies or you are engaged in a wonderful network marketing opportunity, obtain permission before you engage in any solicitation.



27 The best time to discuss your personal life is on personal time.



28 Gossip is neither necessary nor productive in the workplace.

29 Do your best to resolve conflicts.
Get third party help if needed.

30 Keep yourself healthy, focused, and alert. Bring your best to work every day.



31 No one is more responsible for your career success than you are. Talk to us if you have questions about the direction of your career.

32 Dress appropriately. Wear clothes that will make other people feel comfortable and reflects your professionalism.



33 Do your best to keep your workplace in a neat and sanitary condition. Try not to eat at your desk where possible.



34 Learn something. Be curious. Think!

35 Be creative and innovative. The company is willing to listen to any suggestions you have and will reward exceptional ones.



36 Don't be afraid to say, "I don't know." It is better to confess confusion and learn the right way of doing things than to make unnecessary mistakes.



37 Focus on cooperation, not competition. There is no substitute for playing TEAM.

38 Be an active listener. Engage in dialogue and create a "safe place" for communication.



39 Challenge us! If you have concerns or contributions, we want to know.

40 Provide suggestions for increasing your productivity and that of the company in general. The only poor suggestion is the one that isn't made!



41 Help make this a fun place to work! We want employees who love the work they do and are excited about doing it with our company.



42 Last, please use your best judgment at all times.

**Here's to an excellent work
experience, the entire team at
XYZ Company.**

If you would like us to customize a booklet like this for you, for only \$97, please contact me at don@donphin.com.