

Success Factor Definitions: Subject Matter Professional

ACCOUNTABILITY: *Owns decisions, outcomes, work products, etc. that are within the scope of one's role.*

- Possesses full responsibility for achieving goals and objectives, effectively utilizing resources
- Takes initiative and completes work, tasks, objectives, etc., and meets commitments made to others ensuring they are on track to complete their work, tasks, etc.
- Actively communicates expectations, ways to accomplish them, and measures of success at both the individual and team levels

COLLABORATION: *Works inclusively to build trust and accomplish tasks, goals, and initiatives.*

- Interacts with others by providing information, feedback, support, and ideas; encourages participation by asking questions and requesting feedback
- Demonstrates approachability and dependability and works toward mutually beneficial outcomes; assumes a facilitator and/or mentor role as needed
- Establishes and maintains working relationships with teams and peers; proactively seeks out and incorporates ideas and perspectives from others

COMMUNICATION: *Provides information clearly and accurately in various settings, ensuring understanding and participation.*

- Speaks and writes clearly and appropriately to both individuals and team(s), ensuring the message is understood and that needs are met
- Communicates using various approaches, formats, and styles, ensuring message is understood; coaches others on how to adjust tone and style when communicating
- Listens attentively to others and probes to confirm understanding of messages and/or request feedback

CUSTOMER FOCUS: *Understands, anticipates, and appropriately responds to internal and/or external customers' needs.*

- Displays an active interest to fully understand concerns and issues; draws on own insights and relationships, in addition to experience, to best handle needs and inquiries

- Models positive service behavior and handles more complex cases; documents quality standards, process improvements, and protocols and uses the appropriate quality method when reviewing own and others' work
- Evaluates customer experience and ensures alignment with expectations and operating metrics; researches and shares best practices in customer service

DIVERSITY & INCLUSION: *Values differences by ensuring that all people are included, respected and can engage in their work to the best of their abilities.*

- Identifies, builds upon and integrates/incorporates specific capabilities needed to enhance diversity and inclusion in particular subject area and interactions
- Observes and is aware of employee interactions, ensuring that colleagues are treated fairly in department processes and practices and identifying/addressing when diversity and inclusion is not upheld
- Effectively integrates diverse perspectives into decisions, projects, and plans

JUDGMENT: *Makes appropriate decisions and evaluates risk and uncertainty to create optimal outcomes.*

- Incorporates past experiences with available information and data to make more complex decisions; assists others in doing the same
- Maintains and follows standard procedures to make decisions and evaluate risks; ensures others are following standards, protocols, and procedures; identifies process improvements as needed
- Weighs both the short- and long-term effects and risks of decisions for self and team; involves others in the decision-making process as necessary

TIME MANAGEMENT: *Actively manages time to most effectively accomplish work, projects, objectives, and goals.*

- Prioritizes work appropriately to meet deadlines and expectations; proactively identifies and responds to obstacles
- Achieves individual and team goals especially when obstacles/problems arise; accomplishes results in spite of challenges
- Balances multiple priorities, adapting quickly to shifting priorities; proactively helps others positively adjust to changes