

Staff Council Newsletter

STAFF COUNCIL YOUR VOICE!

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[Staff Council Meeting Agenda for January 19, 2011](#) ~ Presentation Topic: **Performance Management**

The next Staff Council meeting is on January 19, 2:00-4:00 p.m., in CE 450C.

The Staff Council Newsletter is published bi-monthly. Articles or items for inclusion may be submitted to Karen Lee at klee2@iupui.edu. Let's spread the word about Staff Council! Permission is not needed to forward the Newsletter to others.

Service with Distinction

Deb Dunbar, University Director, Organizational Development, dnelson@indiana.edu

Bridget S. Working, Consultant, Training & Organization Development, bworking@iupui.edu

Last spring the campus was introduced to Service with Distinction (SwD). Staff, faculty and students contributed to the development of a campus SwD definition, a set of standards and associated behaviors and a set of barriers that, at times makes delivering service difficult. They are as follows:

- Definition: "Service is at the core of everything we do. Every day and with every interaction people are valued and understood, reinforcing the choice to be at IUPUI."
- Eight Service Standards and Associated Behaviors: Ownership/Accountability, Knowledge/Spirit of Excellence, Courtesy, Engaging, Initiative, Respectfulness, Communication, and Consistency.
- The top barriers to delivering service with distinction are training; policy implementation and application; lack of resources; employee empowerment; communication, information sharing, and referrals; faculty buy-in and support; lead by example; appreciation, recognition, and performance management; and disengagement and low morale.

In August, the Chancellor's Cabinet endorsed the SwD definition, standards and barriers. Units throughout campus to be considered for the first phase of SwD implementation were identified. Eight units have agreed to participate in phase one of SwD and are: the Campus Budget Office, the Campus Center, Campus Facilities Services Campus Center Operation, Honors College, IUPUI Food Service, the School of Physical Education and Tourism Management, the School of Dentistry clinics, and the University Library.

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Thank you!



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