



Living Our Vision, Mission and Core Values Leadership

This document incorporates feedback received from employees of triOS College and Eastern College. Employees identified behaviours that are reflective of an employee working in a leadership position living our vision, mission and core values. These behaviours help form the performance culture expectations of leaders at triOS College and Eastern College.



VISION

To improve lives
by sharing our knowledge
and passion for excellence.



MISSION

Helping students become
job-ready graduates.



VALUES

To practice:

- Integrity** Do what we say we will do
 - Dedication** Strive to be the best we can be
 - Readiness** Recognize and react positively to change
 - Respect** Treat others the way they want to be treated
- ... in all of our relationships.

Performance Culture – Leadership

Below we have identified key behaviours for all individuals in leadership positions within the colleges that are in line with our Vision, Mission and Core Values.

Integrity, do what we say we will do

1. Commit to timelines and take a proactive approach to planning to ensure tasks and meetings are completed with quality.
2. Be approachable by both staff and students when in the campus.
3. When in the campus take the time to ask students about their experience.
4. Meet with students to celebrate them and their accomplishments.
5. Hold yourself and others accountable to completing tasks, projects, assignments on timely and with quality.
6. Delegate tasks to others as a means to allow them to develop their skills and grow.
7. Be aware of what you are committing to. This includes the task scope, timelines and resources. Be cautious about overcommitting.
8. When dealing with staff or student issues recognize the need to respond in line with our Vision, Mission and Core Values. Responses that are not in line to be reflected upon to determine how you could respond to keep in line with what we are committed to.
9. Help others to be successful. E.g. when you make an employer connection, connect them to a member of our Employment Services team.
10. Ensure that management meeting agendas are linked back to the vision, mission and core values of the business.
11. Discuss KPIs regularly at senior management meetings.
12. When organizing meetings be clear about the purpose and be ok with only having those that are necessary attend.
13. Participate in campus events, orientations, and/or graduations when you have the opportunity.

Dedication, strive to be the best we can be

14. Encourage and be open to feedback and coaching from your direct reports, peers and managers as an opportunity to continuously improve yourself.
15. Have an open door to staff and students and make yourself available to listen.
16. Maintain commitments to meetings and duration of meetings. Don't over commit yourself.

17. Look at ways to streamline processes as both a way to eliminate unnecessary work and improve the quality of work being done.
18. Don't focus so much on the little things and focus more on the strategic priorities of the organization.
19. Own up to mistakes.

Readiness, recognize and react positively to change

20. Be open to hearing others ideas.
21. Be approachable and ready to share ideas, knowledge and opinions openly with others.
22. Recognize that a "one-size fits all" response may not work and be open to being creative to help resolve the situation/issue.
23. Be confident in having difficult conversations with both staff and students. Address these situations in a timely manner.
24. Be willing to say no or stop doing something if it does not add value to the team or organization.

Respect, treat others the way they want to be treated

25. Empower team members to know when it is ok to make a decision and to know when to escalate for support.
26. Empower your team to come up with solutions to their issues/situations by asking questions like "What do you think we should do?"
27. Be understanding and empathetic to staff and students when they approach you with a difficult situation.
28. Recognize others for their successes.
29. Effectively listen, understand, and respond accordingly and appropriately to staff and students.
30. Listen to others ideas fully before responding or changing subjects.
31. Use discretion when discussing staff or student issues. Take these behind closed doors to maintain confidentiality.