



# Center for Devices and Radiological Health

## Standards of Excellence

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### **Be Respectful**

Be aware that your attitude, tone and body language affect how your message is received. Help create a positive environment. When at a meeting, on the phone, or responding to an email, follow appropriate etiquette –be courteous, polite, give your full attention, and refrain from being argumentative or interrupting.

### **Be Responsive**

Practice thoughtful, well-informed, and timely decision-making. Acknowledge receipt of, and respond or establish with the requestor reasonable timelines for a response to requests within 2-business days. When you cannot meet an established deadline for providing an adequate response, explain why and work with a requestor on a new timeframe. If you refer an inquiry to others, ensure that the requestor is informed about the referral and has the appropriate contact information.

### **Be Proactive and Collaborative**

Anticipate and address needs and problems. Once you identify them, pose at least one potential solution. Empathize and thoughtfully consider perspectives and solutions posed by others, both internal and external. Set reasonable follow-up expectations and action items. When you receive a request or task where you need assistance, get help and bring in appropriate individuals or resources.

### **Be Open-Minded**

Provide, regularly seek out, and be receptive to constructive feedback. Remember that healthy disagreement may be a productive part of the process. Acknowledge mistakes, learn from them, and move on.

### **Be a Team Player**

Include team success in your definition of personal success. Share your knowledge and experience with others in order to achieve common goals. Be approachable and have an open door policy.

### **Communicate Effectively**

Actively listen by providing your full attention. Provide relevant information and verify a mutual understanding of the situation. Be transparent by explaining the rationale behind what you are doing and what you are asking them to do. Reach out and communicate regularly, particularly when changes/concerns arise. Manage expectations, make sure that everyone is on the same page, and strive to give more than expected.