Guiding Principles training courses for UTSA Business Affairs employees
The University of Texas at San Antonio

UTSA Business Affairs Guiding Principles:

- We respect and care for each other
- We partner to deliver excellent service
- We value and empower people
- We create positive change
- We do the right thing

• Working with Guiding Principles (SD335)
• Supervising with Guiding Principles (SD370)

These classes are facilitated discussions with non-supervisory employees or supervisory employees from all divisions within UTSA Business Affairs – Facilities, Police, Human Resources, Financial Affairs, PeopleSoft, Business Auxiliary Services and Business Contracts.

The focus of discussion is on the Business Affairs Guiding Principles - what are they, what do they signify and how can we incorporate them into our day-to-day tasks, projects and teamwork.

Learning goals for these courses

Participants will be able to:

- State what the Business Affairs guiding principles are
- Describe the importance of the guiding principles
- Describe ways to implement these principles in the workplace

Source: UTSA HR Training & Development Ext. 6641 or www.training.utsa.edu
Working with Guiding Principles

The University of TX at San Antonio  SD 335

Your Name/Department________________________________________________________

Today’s Date __________________________________________________________________

UTSA Business Affairs GUIDING PRINCIPLES

⇒ We RESPECT and care for each other
⇒ We PARTNER to deliver excellent service
⇒ We VALUE and empower people
⇒ We CREATE positive change
⇒ We DO the right thing
Agenda

⇒ Welcome
⇒ Opening Activity
⇒ Office Culture
⇒ Guiding Principles—Define & Describe
⇒ Gallery Walk & Pledge Cards
⇒ Closing Activity
⇒ Evaluations

Notes
We RESPECT and care for each other. We PARTNER to deliver excellent service. We VALUE and empower people. We CREATE positive change. We DO the right thing.

**PRINCIPLES TO LIVE YOUR LIFE BY**

Circle the **5** most important principles to you as an individual. *I AM... OR I BELIEVE IN...*

There is no right or wrong here—just what is most important to you.

<table>
<thead>
<tr>
<th>Honorable</th>
<th>Service</th>
<th>Delegation</th>
</tr>
</thead>
<tbody>
<tr>
<td>People, they are priceless</td>
<td>Collaboration</td>
<td>Diversity</td>
</tr>
<tr>
<td>Dignity</td>
<td>Creativity</td>
<td>Recognizing others</td>
</tr>
<tr>
<td>Superior performance</td>
<td>Treasuring others</td>
<td>Fairness</td>
</tr>
<tr>
<td>Loyalty</td>
<td>Kind</td>
<td>Transformation</td>
</tr>
<tr>
<td>Exceptional results</td>
<td>Optimistic</td>
<td>Advocating</td>
</tr>
<tr>
<td>Attentive</td>
<td>Relationships</td>
<td>Honest</td>
</tr>
<tr>
<td>Genuine</td>
<td>Networking</td>
<td>Encouraging</td>
</tr>
<tr>
<td>Nurturing</td>
<td>Ethical</td>
<td>Forthright</td>
</tr>
<tr>
<td>Doing an A+ job</td>
<td>Gift Giving</td>
<td>Integrity</td>
</tr>
<tr>
<td>Taking action</td>
<td>Respectful</td>
<td>Creating opportunities</td>
</tr>
<tr>
<td>Upbeat</td>
<td>Justice</td>
<td>Appreciative</td>
</tr>
<tr>
<td>Community</td>
<td>Supportive</td>
<td>Humanity</td>
</tr>
<tr>
<td>Considerate</td>
<td>Innovative</td>
<td>Worthy</td>
</tr>
<tr>
<td>Development</td>
<td>Taking correct action</td>
<td>Praiseworthy</td>
</tr>
<tr>
<td>Good deeds</td>
<td>Making connections</td>
<td>Being of use</td>
</tr>
<tr>
<td></td>
<td>Decent conduct</td>
<td>Courteous</td>
</tr>
</tbody>
</table>
Office Culture

What is culture?

What is an ‘Office Culture’?

What would you be able to observe in a **POSITIVE** office culture?

What would you be able to observe in a **NEGATIVE** office culture?

Think about your own situation. Write down three words or phrases to describe your office culture.

__________________________________________________________

__________________________________________________________

__________________________________________________________
We **RESPECT** and care for each other. We **PARTNER** to deliver excellent service. We **VALUE** and empower people. We **CREATE** positive change. We **DO** the right thing.

<table>
<thead>
<tr>
<th>⇒ We RESPECT and care for each other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Define it.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>⇒ We PARTNER to deliver excellent service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Define it.</td>
</tr>
<tr>
<td>Define it.</td>
</tr>
<tr>
<td>------------</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

**We VALUE and empower people**

**We CREATE positive change**

<table>
<thead>
<tr>
<th>Define it.</th>
<th>What actions or behaviors do you see?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
We **RESPECT** and care for each other. We **PARTNER** to deliver excellent service. We **VALUE** and empower people. We **CREATE** positive change. We **DO** the right thing.

⇒ **We DO the right thing**

<table>
<thead>
<tr>
<th>Define it.</th>
<th>What actions or behaviors do you see?</th>
</tr>
</thead>
</table>

For information: www.training.utsa.edu
Notes
We **RESPECT** and care for each other. We **PARTNER** to deliver excellent service. We **VALUE** and empower people.

We **CREATE** positive change. We **DO** the right thing.

On a daily basis when you come to work you have a choice. Will you **DECIDE** to adopt and follow the Guiding Principles or not? Will you **ACT** on the Guiding Principles or not? Will you **PROMOTE** the Guiding Principles to others or not?

**YES OR NO?**

*If Yes, check the box, then initial and date on the line*

☐ Yes! I will **DECIDE** to adopt and follow the Guiding Principles in my work in UTSA Business Affairs.

________________________

☐ Yes! I will **ACT** on the Guiding Principles in my work in UTSA Business Affairs.

________________________

☐ Yes! I will **PROMOTE** the Guiding Principles in my work in UTSA Business Affairs.

________________________

For information: www.training.utsa.edu
Some background information...

The importance of instilling organizational guiding principles in order to achieve fantastic results and a positive office culture is emphasized in current research and publications about organizational excellence and successful business management.

Over the past couple of years, President Romo and members of the CMO have read and studied the following bestselling books by Jim Collins and Jerry I. Porras about making the transition from a good organization to a great one.

**Good To Great**

by Jim Collins

**Built to Last: Successful Habits of Visionary Companies**

by Jim Collins and Jerry I. Porras

Both books draw on extensive research about exceptional and long-lasting companies. The books look at these questions and more:

- What makes the truly exceptional companies different from other companies?
- Are there companies that defy gravity and convert long-term mediocrity into long-term superiority?
- What are the universal distinguishing characteristics that cause a company to go from good to great?

Want more information?

http://www.jimcollins.com/

http://www.jerryporras.com/

http://www.successbuilttolast.com/Jerry-Porras.html

Resources on these topics are available at UTSA Libraries
We **RESPECT** and care for each other. We **PARTNER** to deliver excellent service. We **VALUE** and empower people. We **CREATE** positive change. We **DO** the right thing.

**OTHER TRAINING CLASSES THAT MAY BE OF INTEREST**

If you’ve enjoyed this class and would like to explore similar topics, the following classes may be of interest. Feel free to recommend these classes to others too.

Look for upcoming dates and locations by logging on to:

www.training.utsa.edu

- Diversity Awareness: M.E.E.T. on Common Ground (SD 308)
- Emotional Intelligence Overview (SD 292)
- Listening for Results (SD 304)
- Meetings that Get Results (SD 166)
- The 7 Habits of Highly Effective People (7 classes, SD 280 through SD 286)

We offer a wide variety of Customer Service classes; look in the MyTraining course catalog for details.

- Customer Service Model (SD302)
- Serving the Student as Customer (SD 119)
- Partners in Customer Service (SD 208)
- Customer Service: Strategies for Demanding Situations (SD 426 & SD 427)

In order to infuse our Business Affairs office culture with the Guiding Principles many different kinds of activities and programs will be needed over time, including more training classes. Look for more class offerings on the topic of Guiding Principles in the future, and continue to promote Business Affairs Guiding Principles in your day-to-day work!
Working with Guiding Principles

This training session is facilitated by:
UTSA HR Training and Development
www.training.utsa.edu
210-458-4658