Align Performance Program

DFA Key Behaviors

DFA has selected three core performance behaviors to support DFA's mission, vision, values, and strategic plan. Definitions and benchmarks for these behaviors, aligned with the UC Core Competencies framework, are below.

Communication: Clearly and effectively shares information both orally and in writing. Uses the most appropriate and effective medium for communicating. Adapts and adjusts messages in line with audience experience, diversity and background. Seeks input and actively listens; checks for understanding of messages.

Core Behavioral Anchors

• Consistently shares accurate, timely information; takes into account audience and communication method
• States opinions honestly and in a straight-forward manner; maintains open dialogue with others; actively listens
• Written and verbal communications are consistently clear, concise and appropriate to the audience

Management Behavioral Anchors

• Speaks honestly about issues; seeks the truth about a situation, no matter how unpleasant
• Listens to concerns and carries them up the organizational chart; shares senior management strategies and information with employees
• Sets and demonstrates high standards of integrity; practices discretion; demonstrates diplomacy and tact

Continuous Improvement: Strives for high-quality performance in self and the organization. Takes initiative in an ongoing effort to improve products, services or processes to deliver optimum results. Is resourceful, seeks alternatives and broad input; measures outcomes.

Core Behavioral Anchors

• Adopts ideas, technology, and practices that increase efficiency, eliminate waste, and improve performance
• Is reflective; takes initiative to make improvements to current work
• Uses data, feedback, and input from others to improve the quality of products and services

Manager/Leader Behavioral Anchors

• Drives improvement, continually searching for new ways to position the organization for success
• Supports others who take calculated risks
• Recognizes and rewards initiative and innovation

Problem Solving: Anticipates and identifies problems; conducts appropriate analysis to understand stakeholder interests. Generates and evaluates alternative solutions. Takes thoughtful risks.

Core Behavioral Anchors

• Evaluates the pros and cons, risks and benefits of different solutions; prioritizes opportunities and challenges in order to solve urgent, high impact problems first
• Works effectively with others to solve problems and make decisions; seeks input from partners
• Identifies issues and addresses them in a timely, data driven and transparent manner to achieve sustainable and optimal results

Manager/Leader Behavioral Anchors

• Fosters an environment where employees feel safe raising issues, offering solutions and input
• Accountable for decisions and actions when solving problems
• Utilizes broad organizational knowledge to identify root causes and potential impacts of proposed solutions