

Cultural Accountability

Team

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Purpose: To streamline the Coaching/Corrective/Termination process and incorporate an accountabilities process that aligns with TTUHSC's core values and strategic plan.

Enhance training and education

- Reference guide for supervisors
- Mandatory training on coaching/corrective action/termination

Resources

- Create a robust Workforce Relations website
 - Reference Guide
 - Coaching/Corrective Action/Termination forms
 - Workflow process for termination/disciplinary actions based on severity
 - Minor/non-serious disciplinary issues
 - Mid-level disciplinary issues
 - Serious violations including Zero Tolerance List (immediate termination)
 - Workflow process for termination/disciplinary matters that would need involvement from General Counsel

Accountability Process

- Build accountability process into the training and reference guide
 - Communicate your vision
 - Set expectations
 - Make success attainable
 - Accept a reasonable amount of failure
 - Address mistakes – tactfully
 - Address disciplinary issues promptly
 - Disciplinary process should focus on accountability – employee focusing on behavior/action and taking responsibility for something he or she did or did not contrary to institutional values
 - Move swiftly with separating employees who don't manifest values
 - Be a role model