

Leadership Behaviors

In an ever changing, global and technologically demanding environment, sourcing, developing and retaining leadership talent within our organization is vital. Leadership behaviours describe how we would expect our leadership population to behave if we are to leverage leadership capability towards the successful achievement of our goals. These behaviors are:

Focusing on the Customer

- Is focussed on satisfying customers to benchmark standards
- Responds quickly to customer requirements
- Responds constructively to customer complaints
- Welcomes and encourages customer feedback
- Knows how satisfied customers are
- Builds strong relationships with customers
- Anticipates customer requirements
- Is prepared to learn from customers
- Consistently delivers a quality service

Developing Self and Others

- Leverages strengths and addresses development needs of team members
- Provides learning opportunities to improve the performance of other people
- Offers constructive feedback to colleagues about their performance
- Listens to and uses feedback to learn from experiences
- Encourages others to make decisions for themselves
- Brings out the best in others and helps them maximize their contribution and potential
- Structures own learning to deal with future business challenges

Achieving High Performance

- Accepts accountability for achieving targets
- Has drive and commitment and can be relied upon to deliver results
- Is prepared to take and stay with unpopular decisions that are right for the business
- Has a 'Can do' approach and the courage to take appropriate risks
- Addresses unsatisfactory performance issues
- Ensures plans have a sound financial basis
- Sets stretching and realistic targets
- Keeps people informed of the business situation and context
- Is seen, has presence, impact and sense of urgency and enthusiasm
- Demonstrates fairness and firmness when dealing with people issues

Working Together

- Co-operates to achieve business objectives
- Actively seeks to understand other peoples point of view
- Is an effective team member, even when not leading the team
- Is committed to team working
- Develops open, honest and supportive partnerships with other Departments.



BOURN IDENTITY INC.
GLOBAL TRADE AND SECURITY COMPLIANCE

- Encourages and welcomes feedback
- Values diversity and adapts to cultural difference to achieve synergies
- Creates an environment where people are able to offer ideas and be creative

Continuously Improving

- Offers innovative alternatives to existing solutions to improve performance
- Challenges established ways of doing things to get a better outcome
- Is a catalyst for change and creates an environment where others can offer ideas
- Is a champion for appropriate technology
- Creates an open trusting environment where others can offer ideas and improvements
- Exhibits strategic vision
- Is committed to continuous improvement
- Comes up with ideas that result in business benefit to the organization