

You are answering this portion for:

Human Resource Group's Behaviors

Jackie Beal, Becky Collins, Tammy Dunlop, Chris Halladay, Jessica Lang, Diane Parker, Joanna Poston, Lynnette Rounsaville, Cheryl Stare, Jill Tubbs, Bob Wakeman

Communicates clearly and professionally	<input type="text"/>	<input type="text"/>
Communicates appropriately on what is happening and why	<input type="text"/>	<input type="text"/>
Accessibility of my primary contact	<input type="text"/>	<input type="text"/>
Is responsive in meeting my needs	<input type="text"/>	<input type="text"/>
Provides accurate and consistent information	<input type="text"/>	<input type="text"/>
Provides dependable services	<input type="text"/>	<input type="text"/>
Conveys respect and professionalism	<input type="text"/>	<input type="text"/>
Provides adequate HR related materials and documentation	<input type="text"/>	<input type="text"/>
Is knowledgeable in area of expertise	<input type="text"/>	<input type="text"/>
Maintains a high level of confidentiality	<input type="text"/>	<input type="text"/>
Demonstrates judgment and wisdom in decision making	<input type="text"/>	<input type="text"/>
Addresses your requests efficiently and responsively	<input type="text"/>	<input type="text"/>

Human Resource Group's Services

Position analysis and review	<input type="text"/>	<input type="text"/>
Guidance and management assistance with employee relations issues	<input type="text"/>	<input type="text"/>
Compensation analysis and review (e.g., Salary Improvement Program (SIP), bonuses, equity analysis)	<input type="text"/>	<input type="text"/>
Accurate and timely human resource transaction processing	<input type="text"/>	<input type="text"/>
Coaching (Advice, Counsel, Feedback, Conflict Management, etc.)	<input type="text"/>	<input type="text"/>
Payroll and timekeeping	<input type="text"/>	<input type="text"/>
Recruitment and hiring process	<input type="text"/>	<input type="text"/>
Providing benefits information and referrals	<input type="text"/>	<input type="text"/>
Policy and contract interpretation	<input type="text"/>	<input type="text"/>
Ability to help implement your strategic direction	<input type="text"/>	<input type="text"/>

You are answering this portion for:

Organizational Learning and Development Group's Behaviors

Kathy Burkgren, Chris Halladay, Jennifer Fonseca

Communicates clearly and professionally	<input type="text"/>	<input type="text"/>
Communicates appropriately on what is happening and why	<input type="text"/>	<input type="text"/>
Is responsive in meeting my needs	<input type="text"/>	<input type="text"/>
Takes initiative to help me	<input type="text"/>	<input type="text"/>
Provides accurate and consistent information	<input type="text"/>	<input type="text"/>
Provides dependable services	<input type="text"/>	<input type="text"/>
Conveys respect and professionalism	<input type="text"/>	<input type="text"/>
Professionally prepares facilitation and training materials	<input type="text"/>	<input type="text"/>
Is knowledgeable in area of expertise	<input type="text"/>	<input type="text"/>
Maintains a high level of confidentiality	<input type="text"/>	<input type="text"/>
Demonstrates judgment and wisdom in decision making	<input type="text"/>	<input type="text"/>
Ability to incorporate creativity	<input type="text"/>	<input type="text"/>
Demonstrates a respectful sense of humor	<input type="text"/>	<input type="text"/>
Ability to help you formulate strategic direction	<input type="text"/>	<input type="text"/>
Ability to provide facilitation that helps you and your team achieve your goals	<input type="text"/>	<input type="text"/>

Organizational Learning and Development Group's Programs and Services

Harold D. Craft Leadership Development Program (HDCLP)	<input type="text"/>	<input type="text"/>
Turning Point Program	<input type="text"/>	<input type="text"/>
Facilitation Program	<input type="text"/>	<input type="text"/>
Customized Facilitation	<input type="text"/>	<input type="text"/>
Coaching (Advice, Counsel, Feedback, Conflict Management, etc.)	<input type="text"/>	<input type="text"/>
Customized Survey Instruments (360, Climate Check, Customer Satisfaction, Supervisor and Employee Feedback)	<input type="text"/>	<input type="text"/>

How well has HRDS lived up to the values of:

Collegiality - To further the goals of the Colleges, Schools, Centers and University, we develop and maintain positive relationships through understanding, collaboration and trust.

Integrity - Striving to do the right thing for the greater good for all of our clients and for Cornell.

Initiative - We develop new strategies and continuously assess the appropriateness of the services we provide to the university.

Excellence - We establish goals and objectives to achieve excellence and are accountable for our actions and the impact they have on the community.

Civility - We are frank, open, sincere and respectful of others.

Stewardship - We responsibly manage and protect the resources entrusted to our care.

How well has HRDS performed its mission?

Support, promote, and model the values of our organization: Collegiality, Integrity, Initiative, Excellence, Civility and Stewardship.

Serve departmental units in raising the capacity and potential of their people through quality recruitment and staffing, training, and performance management tools.

Assist managers in leading and increasing the performance of our organization's (work) teams through leadership development, strategic planning, systems design, and team and organizational development.

Ensure compliance with human resource contracts, policies and laws through education, monitoring, and efficient processes.

	Much Better	Better	The Same	Worse	Much Worse
In October 2006, many Human Resource Roles were reorganized; compare the quality of your Human Resource Services since the reorganization.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Describe the quality of your Organizational Learning and Development services over the past year.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please explain:

What do you think HRDS is doing well?

What are opportunities for improvement?

What recommendations do you have to help us be more responsive to your department's needs?
