

Q09.

My associates or fellow employees are committed to doing quality work.

three x three

3 Facts

1. Few factors are more damaging to teamwork than one employee who skates through their day, taking advantage of others who work harder.
2. On average, 1 in 3 employees strongly agree that their colleagues are committed to doing quality work.
3. When a team perceives that one of its members is not pitching in, that proportion drops to 1 in 5.

3 Areas of Focus

Culture

Establish a culture where quality is a priority and standards are upheld at all levels.



Individual

Commitment

Help individuals take responsibility for their actions and deliver the highest quality standards.



Team Commitment

Develop your team's ability to feel comfortable questioning, confronting, and being vigilant about what is right.



3 Best Practices

1. As a leader, manager, or supervisor, regularly ask yourself, "How am I recognizing hardworking employees?"
2. As a group, regularly revisit work standards and team expectations.
3. Focus on the strengths of each member of the group. Improving your team's natural talent is your most powerful weapon in the battle against poor quality.

thrivingworkplace@umd.edu
president.umd.edu/thrive
301.405.1336