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# Drive for Results

## **Definition**

Motivated by success and passionate about working and achieving higher results. Persists to complete tasks / responsibilities, even in the face of difficulties, is optimistic and tenacious all through. Operates with personal ownership and looks for ways and means to improve performance all the time. Displaying a strong commitment to making service performance improvements and a determination to achieve positive service outcomes for the students and staff.

**Key Words:** Ability to execute plans, Results-oriented

## **Behavior Indicators:**

1. Setting ambitious targets which may exceed the minimum standard required and taking calculated risks – all with the aim of delivering added value to the service.
2. Focusing own, and others', energy on what really makes a difference, rather than being constrained by methods which were used in the past.
3. Seeking out opportunities to improve delivery of service through partnership and new ways of working.

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## **PROFICIENCY LEVELS: Drive for Results**

### **LEVEL I**

- Takes actions that lead to the delivery of set service targets.
- Shows determination to meet the objectives set by others.
- Keeps track of and measures outcomes against own standards, over and above those set by others.
- Takes actions that lead to quantifiable service improvements.
- Encourages others to find ways of delivering services that will better serve the needs of customers while meeting local targets.

### **LEVEL II**

- Sets self and others stretching goals, over and above those required to meet national standards and targets, where these will help to improve local services.
- Takes the necessary actions to meet these goals; identifies and applies measures to track and quantify achievement.
- Overcomes obstacles to achieving goals and uses failure as an opportunity to learn.

### **LEVEL III**

- Shows determination to achieve goals over time; resists any pressure to be deflected from this attainment.
  - Prepares to challenge others and address poor performance where this is impacting on effective service delivery.
  - Takes calculated risks, based on learning and experience, to achieve longer-term service improvements.
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