

Quest 2028 sets a high bar for VCU's culture and climate. All employees are invited to participate in this culture by:

- Demonstrating care, appreciation, and respect for others
- Understanding Great Place HR basics
- Working flexibly and transparently with self-accountability and integrity • Assuming positive intent from others; when in conflict, asking questions, identifying the situational details, and considering the bigger picture
- Demonstrating understanding and behaviors supportive of a welcoming and nurturing environment
- Demonstrating innovation, critical thinking and continuous learning in designing and implementing new ways of supporting students, faculty & staff
- Collaborating with others in pursuit of service excellence
  - Helping other employees adopt these behaviors through modeling and encouragement

Managers have additional responsibilities in helping VCU realize Quest 2028 by:

- Creating and sustaining a culture of care, appreciation and respect
- Having a deep understanding of our human resources policy, and implementing all practices
- Guiding and supporting employees in their career development
- Being self-aware, transparent and respectfully authentic
- Leading through change, ensuring all team members are considered and included
- Creating opportunities for collaboration
- Managing flexibly and creating a sense of safety for employees, welcoming respectful disagreement and discourse
- Leaning into difficult conversations and approaching honest mistakes as learning opportunities
- Streamlining work for improved customer and employee experience and efficiencies

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