



POLICY: MITT Expectations of Staff		POLICY NUMBER: PS-1-2
		PREVIOUS/REPLACES: MITT Expectations of Staff College Wide Expectations of Staff
APPROVED BY: Executive Council	EFFECTIVE DATE AS OF: September 12, 2018	PRIOR VERSIONS: December 2, 2015 March 17, 2009

1. Policy Statement:

The Manitoba Institute of Trades and Technology (to be referred to as MITT) takes pride in its high service levels and academic standards. MITT expects that that all employees understand that their primary role at MITT is to perform their job to the best of their ability and to provide service that supports MITT’s mission, vision and values. It is expected that all staff will consistently demonstrate the following seven (7) common factors while employed at MITT:

Accountability

- i. Understand, respond and be committed to meeting student and organizational needs.
- ii. Take responsibility for individual actions and activities as performed within individual roles at MITT.
- iii. Make decisions based on the assessment of situations and the identification of alternative solutions.
- iv. Follow through on initiatives, objectives and commitments within agreed time frames.
- v. Actively seek involvement by participating in MITT committees, initiatives and events.

Adaptability

- i. Integrate new ideas, methods and processes into areas of responsibility.
- ii. Quickly adapt to new processes and responsibilities.
- iii. Be open-minded, flexible and positive in dealing with change.
- iv. Manage the demands of meeting deadlines and fluctuating work volumes.

Service Orientation

- i. Identify, understand and clarify client needs and expectations.
- ii. Demonstrate a commitment to clients.
- iii. Develop an understanding of MITT’s operations and services.
- iv. Develop an awareness of external factors which could impact MITT.
- v. Contribute to the marketing of MITT and its programs and services.



Communication

- i. Openly share information with others, except when a need for confidentiality exists.
- ii. Initiate and maintain dialogue with other staff to encourage common goals within and among work groups.
- iii. Express ideas, or answer questions clearly, concisely and tactfully in all forms of communication.
- iv. Actively listen to others; taking time to understand and ask questions.

Innovation

- i. Achieve higher quality by pursuing innovative and original ideas.
- ii. Demonstrate confidence by taking acceptable risks.
- iii. Develop and use research skills in their work duties and on projects with students.

Growth and Development

- i. Take responsibility for your own development.
- ii. Acquire knowledge and skills necessary to keep current technically, professionally and individually.
- iii. Gain the trust and confidence of others by acting with integrity and respect.

Working Relationships

- i. Work effectively with colleagues and team members by contributing best efforts and supports to others.
- ii. Collaborate with others, capitalizing on their strengths and expertise.

2. Scope:

This policy applies to all staff employed by MITT.

3. Procedures:

Staff will be provided a copy of this policy during their orientation and will be evaluated on these corporate-wide expectations during their annual performance evaluation.

4. Administration:

The Director, People Services and Organizational Development is responsible for ensuring that this policy is adhered to.



5. Review:

This policy will be reviewed by Executive Council every 5 years.

6. Reference:

Code of Conduct and Staff Ethics
Integrity in Research
Performance Evaluation – Instructors
Performance Evaluation – Non-Instructors
Research and Innovation