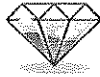


The Four C's of a Diamond Employee



North Texas ACP Meeting
March 5, 2013

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University of Texas -Dallas



What you will learn from the Four C's model.....



The Four C's of a Diamond Employee

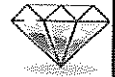
- What attributes does the employee need to be successful?
- What is the real employee issue to address?

The Four C's of a Diamond Supervisor

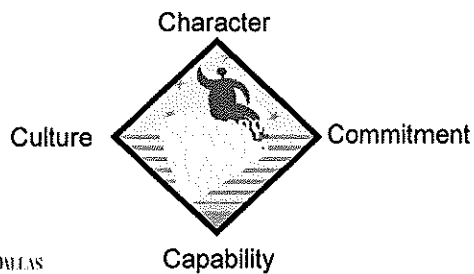
- Would your employees describe you as a diamond supervisor?
- How do you become a diamond supervisor?

The Four C's of a Diamond Employer

- Will this employer be a good fit for me?
- Applicants – are you a diamond in their eyes?



The Four C's of a Diamond Employee



The Four C's of a Diamond Employee



Character

- What are the characteristics necessary to be successful in this position?
- What characteristics would impede success?
- Honest - Shows Integrity - Takes ownership?



The Four C's of a Diamond Employee

Culture

- How do you define the culture of your shift or department?
- Will (or does) this person positively influence the culture?
- What is the most important aspect of your culture to maintain and what needs to change?




The Four C's of a Diamond Employee



Commitment


- It's not the number of hours worked each week, but how they spend their time.
- Are they effective and engaged in their work?
- Are they a team player--supports a team effort even if goals for self would be impacted or compromised?




 The Four C's of a Diamond Employee

Capability


- This is the only "C" that you can train for--the rest you can only influence, guide, and lead by example.
- If first three C's are not present, it does not matter how technically capable the person may be, they will not be viewed as a diamond employee - especially by co-workers.
- What are the fundamental technical skills necessary to be successful?

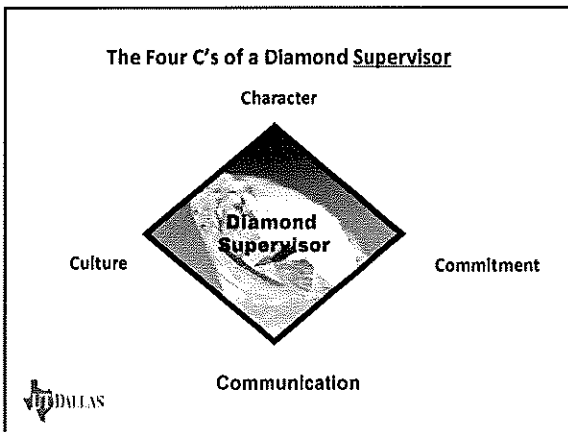



 **What is the 5th C ?**

- Character
- Culture
- Commitment
- Capability

• **Choice**







 The Four C's of a Diamond Supervisor

Character


- What are the characteristics necessary to be a successful supervisor, manager, leader?
- What characteristics will impede success?
- Responsible for their own actions and does not blame others? Can admit to mistakes and learn from them?




 The Four C's of a Diamond Supervisor

Culture


- Promote a positive environment through words and actions?
- Culture by design or default?
- Coaches or criticizes employees?



 The Four C's of a Diamond Supervisor

Commitment

- What actions demonstrate your commitment to the job? To your employees?
- It's not just the number of hours you work but how you spend your time.
- Are you a team player? Do you support a team effort even if goals for self would be impacted or compromised?





The Four C's of a Diamond Supervisor

Most important slide of the day!

Communication:

It is not what you say, but how you say it.

It is not what you do, but how you do it.

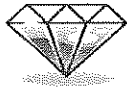


The Four C's of a Diamond Employer

- **Character**
What attracts applicants?
- **Culture**
What makes employees stay?
- **Commitment**
Committed to employees in words and actions?
- **Compensation**
Competitive pay is just the start- what do employees value?



Questions about the Four C's ?



Thank you!

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