

Information Technology and Distance Education Team Operating Philosophy

The ITDE team role is to support UNH Cooperative Extension educators, specialists, and other staff (our clients) in accomplishing the educational and marketing objectives of Extension.

Integrity

Integrity is the foundation for all our actions. It means being honest and trustworthy in all actions. It means dealing with everyone with respect and with ethical conduct reflecting high moral standards. It requires sincerity in our communications and actions at all times. Integrity with our clients means consistently offering sound and reliable services to meet their needs.

Open Communication

Employees feel free to seek individual counsel, express general concerns, or offer ideas. Open communication requires the timely and regular sharing of knowledge that fills “misinformation” voids, builds confidence, enhances credibility, establishes trust, and enables people to make decisions and seize opportunities. The process is multi-directional – up, down, and sideways; is done predominately face-to-face in an honest and straightforward fashion, and requires attentive listening and thoughtful responding. Openness means willingness: willing to listen; willing to give and receive constructive feedback; willing to have your viewpoint challenged; willing to question or challenge others’ viewpoints; willing to consider the new, the different, and to think the unthinkable.

Teamwork

Teamwork is the means for leveraging our diverse talents and skills. Through effective collaboration and cooperation, we can ensure that our systems and services effectively enhance Extension’s ability to fulfill its mission. Each person’s success influences the success of others. By working together, we help to create something larger than our individual contributions. We must all be willing to work together as leaders, participants, and supporters of teams.

Innovation

Innovative, non-traditional solutions that fulfill Extension’s critical needs will define our success. Therefore, we must seek opportunities to expand concepts and take new approaches to how we can improve operations, functions and individual capabilities. To ensure that the innovation process provides value to Extension professionals, we must understand their needs by “living in their world,” listen carefully to their concerns, and engage them in the process. The innovation process also should foster an entrepreneurial atmosphere that is open to unique viewpoints, so each of us has the right and responsibility to seek out new ways to

solve problems and generate opportunities. Suggestions for new and better approaches are encouraged.

Accountability

Individual accountability is an essential ingredient for our success. Accountability requires that each individual recognize and undertake timely initiatives and interactions with others which will ensure that we meet commitments, solve problems, or achieve goals. It is important to be clear about who is responsible for doing what. Although we are part of a team, each of us is responsible for our own efforts and results, and for seeking and giving help when appropriate.

*Outstanding,
dedicated people make
it all happen,
particularly when they
work as a team.*

Performance

Outstanding job performance will be recognized and rewarded. Minimum performance standards will be agreed upon and achieved.

Diversity

Diversity is accepted and valued. Workplace harassment or discrimination will not be tolerated. There is equal opportunity for each employee to achieve his or her potential. Our colleagues are special. They have unique talents. We recognize and applaud their commitment.

Respect

We have confidence in, and respect for, our people as opposed to depending upon extensive rules, procedures, etc. Our success depends upon people doing their job right (individual freedom) without constant directives. We recognize that our colleagues have personal lives and we respect that.

Open door

All employees have the right, if in their opinion they feel such steps are necessary, to discuss their concerns with higher-level managers. The intent of the open door policy is to encourage employees to seek the “appropriate” management level. Appropriate is defined as that level that can best act with the information.

UNH Cooperative Extension programs and policies are consistent with pertinent Federal and State laws and regulations, and prohibits discrimination in its programs, activities and employment on the basis of race, color, national origin, gender, religion, age, disability, political beliefs, sex, sexual orientation, or veteran’s, marital or family status. New Hampshire counties cooperating.