

## The 6Cs (Sun Health Behaviors)

### Customer Focus (Internal & External)

- Quickly and effectively responds to customer needs.
- Presents a cheerful, positive manner with customers.
- Assumes shared accountability for improving service delivery.

### Communication

- Conveys information clearly, concisely and professionally.
- Provides and receives feedback in a positive manner.
- Listens well and asks good questions.
- Effectively adjusts communication style for the situation/audience.

### Collaboration & Teamwork

- Has a responsive, positive attitude toward work and co-workers.
- Carries his/her fair share of the workload.
- Avoids creating conflict and unnecessary confrontation.

### Creativity & Innovation

- Looks for and suggests ways to make on-the-job improvements.
- Takes smart risks including trying new and different ways to get the job done better.
- Is willing to listen to suggestions from others and try new ideas.

### Credibility

- Consistently tells the truth.
- Follows through on commitments and agreements.
- Takes responsibility for own mistakes and does not blame others.

### Commitment to Compliance

- Keeps licensures, certifications and/or compliance training up-to-date and on time.
- Consistently adheres to company policies, procedures and employee handbook.
- Neither participates in nor condones offensive or discriminatory behavior, and reports concerns in a timely manner.