

Fosters a Student Centred Whānau

He Tangata; He Tangata; He Tangata

Building strong customer* and student relationships and delivering solutions to the Unitec whānau

- Recognises all Unitec stakeholders as part of the Unitec whānau
- Seeks insight into student and customer needs
- Identifies opportunities that benefit the student and customer
- Contributes to the building and delivery of holistic ecosystems that meet student and customer expectations
- Establishes and maintains effective student and customer relationships
- Balances the integrity of institutional and academic requirements with a student-centred focus

**Customer in this context means all Unitec stakeholders - colleagues, internal and external customers, Māori, industry, professional bodies, broader community and other stakeholders as applicable to the situation.*

Demonstrates Ongoing Commitment to Engaging in Treaty-Based Partnership

Taking responsibility as a partner in living Te Noho Kotahitanga

- Gains insight into the place of Te Noho Kotahitanga within Unitec
- Understands own role in living Te Noho Kotahitanga
- Explores opportunities to appropriately contribute to Māori flourishing
- Applies “treaty thinking” to practice
- Demonstrates commitment to building own knowledge, understanding and practice of te reo, tikanga & mātauranga Māori, and “treaty thinking”

Engages With Difference

Harnessing the value that different perspectives and cultures bring to Unitec

- Seeks out multiple perspectives
- Contributes to a work climate where multiple perspectives and cultures are valued and supported
- Includes others' diverse experiences, styles, backgrounds, and perspectives to add value
- Is sensitive to cultural norms, expectations, and ways of communicating
- Utilises Te Noho Kotahitanga as the model for engaging with different perspectives and cultures
- Creates an environment that enables people to bring their whole self to Unitec

Cultivates Curiosity and Innovation

Recognising a world that is constantly changing, identifying opportunities and evolving practice to create new and better ways for the organisation to be successful

- Examining the status quo, identifying opportunities and introducing real world solutions for improvement
- Scanning the environment for new skills, knowledge, capabilities or technologies that can benefit business or personal performance
- Building new knowledge through asking questions, challenging assumptions, making new connections, and critically evaluating information from multiple sources
- Open to trying new ways of doing things & supporting and encouraging others to do so
- Deals constructively with problems that do not have clear solutions or outcomes

Collaborates

Building partnerships and working collaboratively with others to meet shared objectives

- Partners with others across the organisation to explore and achieve shared objectives
- Represents own interests while being fair to others and their areas
- Credits others for their contributions and accomplishments
- Develops healthy and enduring relationships that are mindful of treaty partnership
- Actively listens to others with intent to understand
- Adapts communication style and approach to meet the needs of the situation and the audience
- Shares knowledge and information with others in a timely manner

Ensures Accountability

Holding self and others accountable to meet commitments

- Takes personal responsibility for decisions, actions, and mistakes
- Makes things happen by managing time and resources effectively and accessing support where needed
- Sets challenging and attainable goals and pursue them with effort and perseverance
- Upholds broader accountability to Unitec whānau/communities

Builds Trust

Gaining the confidence and trust of others through honesty, integrity, and authenticity

- Follows through on commitments
- Is seen as open and transparent
- Keeps confidences
- Practices what he/she preaches - shows consistency between words and actions
- Takes responsibility to uphold the principle of reciprocity and the mana of self and others through words and actions

Develops Self-Awareness and Reflective Practice

Using a combination of feedback and reflection to gain productive insight into personal strengths and weaknesses

- Reflects on activities and impact on others
- Willingly seeks, receives and explores feedback and uses it constructively to improve practice
- Admits mistakes and learns from them
- Knows strengths, weaknesses, opportunities and limits
- Takes ownership of professional and personal development and continually seeks opportunities to grow