Behavioral/Attitudinal Characteristics
&
Indicators

Department of Labor and Industry recognizes that in order for you to be successful in construction inspection you must perform well behaviorally/attitudinally as well as technically. You may think of behavioral/attitudinal characteristics as another dimension to performance, because they will enable you to perform the technical job elements of the **Job Book** in an acceptable manner.

While the technical job elements represent "what you will be doing", the behavioral/attitudinal characteristics represent "how you should be doing" the technical job elements.

Therefore, in completing the technical job elements in the **Job Book**, you will also be rated on "how" you accomplish them in terms of the following five (5) areas: Safety Awareness; Initiative; Ethics and Judgment; Customer Service (Responsiveness, Teamwork, Communications, Interpersonal Skills, and Flexibility); and Analysis.

The behavioral/attitudinal indicators shown below have been developed as guides to assist you in defining "how you should be doing" the technical job elements in the **Job Book**.

The indicators vary in applicability to the different technical job elements. When applying these indicators to the completion of a particular technical job element, you should consider the context of the situation and the people involved.

Safety Awareness

Indicators:

- Makes safety the first priority in actions and decisions.
- Remains alert to unsafe working conditions.
- Reports all unsafe circumstances and injuries.
- Takes corrective safety action when necessary.
- Communicates the importance of safety awareness to others.
- Maintains equipment properly.
- Wears appropriate personal safety equipment.
- Follows safety regulations.
- Promotes and encourages safety.
- Maintains a clean, orderly and safe work environment.

Initiative/(Drive for Results)

Indicators:

- Actively seeks to accomplish the technical job elements.
- Asks questions.
- Seeks out opportunities to learn.
- Prepares in advance.
- Listens well to gain information and increase knowledge.
- Recognizes mistakes and learns from them.
- Completes training to prepare for the completion of tasks.

Ethics and Judgment (Values)

Indicators:

- Performs measurements, tests, calculations, and documentation accurately.
- Cultivates trustworthiness in self and in others.
- Provides information (both written and oral) honestly.
- Maintains confidences in regards to sensitive or personal information.
- Seeks help from others when confronted with complex or new situations before deciding on actions.
- Reports all violations of laws, regulations, policies, and procedures.

Customer Service (Interpersonal Savvy) (Responsiveness, Teamwork, Communications, Interpersonal Skills, and Flexibility)

Indicators:

- Responds promptly to customer requests.
- Shows concern for others by taking timely actions.
- Works towards mutually acceptable solutions to problems and differences in opinions.
- Adjusts schedules, priorities, and tasks to accommodate project needs.
- Accepts constructive feedback well about the completion of tasks.
- Honors commitments (delivers what has been promised).
- Takes time to listen to others.
- Handles situations tactfully.

- Informs others about various activities on the project.
- Shows respect for others and their opinions.
- Uses others' talents to solve problems.
- Completes work on time.
- Meets the needs of others.
- Presents ideas and information in a clear, concise, and organized manner.
- Encourages and supports others in their efforts to succeed.

Analysis

Indicators:

- Gathers correct and relevant information.
- Resolves conflicts/differences between contract items based on order.
- Checks details.
- Anticipates problems.
- Develops ideas to solve problems.
- Displays thoroughness.
- Seeks input from others as needed.

Program Values

- **Safety and Security:** Safety will never be compromised. Security of our people and our assets must never be taken for granted.

- **Truth, Trust and Teamwork:** By always seeking and telling the truth, we create trust. Trust fosters true teamwork, with all of us pulling our share and sharing our talents.

- **Environmental Excellence:** We conduct our business activities in a manner that respects Virginia's natural and historic resources.

- **Action and Accountability:** We know what our job is and we do it. If we have a question, we ask. We are willing to stand up for our actions and to accept responsibility for them.

- **Results and Respect:** We take action to produce results and measure our progress. By producing results, we earn, gain and retain respect of customers and partners.