

Summary Patterns

RELATIONSHIPS	
Teamwork/supporting each other (Relationships)	s1
Collaborative culture - share "leading" practices	s1
Units are tight knit & value cooperation (Relationships)	s1
Relationship development within VPF (Relationships)	s1
Networking (Relationships)	s1
Communication - sharing & distributing knowledge	s1
Collaboration with other areas and within departments (Collaboration)	s5
team focus (Collaboration)	s5
unity "ownership" (Collaboration)	s5
ownership/accountability (Collaboration)	s5
collaboration (Teamwork)	s3
willingness to share (Teamwork)	s3
cooperative spirit (Teamwork)	s3
university wide initiatives (Teamwork)	s3
Sharing & distributing knowledge (Relationships)	s1
Communicate w/students, parents, information sharing (Communication)	s1
clear expectations (Communication)	s5
consistency in communication (Communication)	s5
Networking Collaboration (Communication)	s6
Open Environment (Communication)	s6
Knowledge accessibility (Communication)	s7
Collaboration (Communication)	s7
Transparency (Communication)	s7
Connecting	s9
Dependability	s9
Collaboration	s10

SERVICE	
Building a better legacy	s1
Students/faculty	s1
Stewardship of UVA and community	s1
Effective use of resources	s1
Dedication to job and each other (Communication)	s1
importance to students	s2
academic, health, community	s2
being a leading edge	s2
compassion	s3
Mission Driven	s1
trust	s3
respect	s3
flexibility/adaptability	s3
Interaction with students, faculty, staff, Mission centered (serve others)	s4
For the greater good/ doing work that	s4
Internal/External Constituents	s4
Measure of service is the success of	s4
quality experience	s5
dedication	s5
accuracy	s5
Service to customers-students, faculty, Support the mission	s6
Desire to be strategic	s6
Service to student, customers, faculty, Mission-Centric	s7
High level customer service	s9
Empathy first	s9
Empathy apparent in all training	s9
Engagement in meaningful work	s10
Customer service	s10

PEOPLE	
Professional Development	s1
Departmental cross training/shadowing	s1
Our people are motivated,, trustworthy	s1
Tenure/Institutional knowledge	s1
Diversity	s2
Thinking patterns	s2
Need for safe environment	s2
dedication & commitment	s2
Teamwork	s2
Collaboration	s2
Talent @UVA	s2
professional development	s3
years of knowledge	s3
open mindedness	s3
Professional/Personal Growth	s4
Building relationships	s4
Team building	s4
Collaboration/Connection	s4
Work/Life balance	s4
Integrity	s4
Innovative people (Human Capital)	s8
Cross training (Human Capital)	s8
Succession planning(Human Capital)	s8
Pride in UVA(Human Capital)	s8
Positive Energy(Human Capital)	s8
Desire to provide exceptional customer	s8
Ongoing education availability	s9
cross training of jobs	s9
Tenacity/forward-looking people	s9
Everyone watches out for each other	s9
People	s10

CULTURE	
Energetic, collegial	s1
(Risk taking/innovation)	s1
Transparency - creates	s1
Knowing and identifying a retaining our employees	s2
opportunities for growth	s2
Belief/Pride in the mission/organization	s2
flexibility/adaptability	s3
networking	s3
learning	s3
going above and beyond	s3
sense of belonging/sense of community	s3
Collegiality	s6
High ideals/traditions	s6
Tenacity & grit	s6
Integrity	s6
Community	s6
Progressive	s6
People core about UVA/pride	s6
Desire to be strategic	s6
Autonomy (Community of Trust)	s1
Empowerment (Community of Transparency (Community of Opportunity for advancement	s1
Morale/Fun(Working	s6
Opportunity/Variety -special	s6
Empowered(Working	s6
Flexible work	s6
Pride in Work (UVA Community)	s7
A strong work ethic (UVA	s7
Efficiency (UVA Community)	s7
Responsibility (UVA Community)	s7
Stability (UVA Community)	s7
Mission Centric (UVA	s7
Knowledge accessibility and Environment of change creating	s7
Constant Improvement(Improver	s7
Openness to change(Improvemen	s7
Spreading/sharing knowledge(Impr	s7
Team Atmosphere (Team Atmosp	s8
Space to get work done	s9
Supportive	s9
Not being taken for granted	s9
Room for all personalities	s9
No worries (Three Little Birds)	s9
Supportive Management	s9
Low Egos	s9
Pride in Work	s10
Integrity-doing the right thing	s10
Leave the place better than we fo	s10
Diversity/experience	s10

PROFESSIONAL EXCELLENCE	
process improvement	s5
time for craft	s5
everybody is director of awesomeness	s5
best in class	s5
time and freedom	s6
empowerment/agency/autonomy	s7
opportunities for staff	s8
Technology enables success	s1
Organizational Agility/Improvement (Process	s4
Adaptability (Process Improvement)	s4
Skill sharing (Process Improvement)	s4
Mentoring (Process Improvement)	s4
Overcoming setbacks	s9
Seeing problems and fixing them	s9
Looking for ways to do something better	s9
Making the right hires/personality/temperament, cultural	s9
Selection and training high quality for consistent customer	s9