



Improving **Ownership** of Your Job

Ownership is one of Centennial's three Quality Service Guidelines (along with Integrity & Responsiveness). As such it serves as a critical tool to aid us in delivering consistent service across all functional areas.

Taking ownership is about leaving the person in a better condition than when the contact was first established. If the person was frustrated, did you help calm him down and provide a solution?

Objective: Help people understand the concept of Accountability by discussing the concept of "owning our jobs" and point out the difference in one's mindset between renting and owning.

Ask employee(s) to brainstorm on the difference in how they think and feel when they own a car (or house) and when they lease/rent a car (or house). Capture the differences between renting and owning. Look for things like: take better care of what they own, think long term, pride, emotional connections, identify with it more, make investments in improvements, etc.

Now apply this to work and ask employee(s) to brainstorm on the difference between "renting their job" and "owning their job." Identify what behaviors one would see from someone with the mindset of "owning their job."

What was the purpose of doing this activity? Does it make sense to talk about "owning our jobs"? What can we do to help each other have more of an ownership mindset? This is similar to concepts we share with regard to employee engagement where engaged employees are owners, disengaged employees are renters and actively disengaged employees are squatters.

Engagement and Ownership:

1. Do you feel empowered to 'own your job' at work? (Q1 – I know what's expected of me at work.)
2. Do you feel you are able to take ownership in your work in order to do your best every day? (Q3 –At work, I have the opportunity to do what I do best every day.)



Ways you can take ownership:

1. How are you handling a person, or colleague, who's frustrated with your answer?
2. Do you actively look for people that appear lost or in need of assistance?
3. Are you detecting an uncertainty in a colleague's voice that indicates they don't fully understand?
4. When you learn of pain points and frustration, do you actively seek opportunities to help make it easier for people to do business with us?
5. Do you follow-up with a colleague to make sure that their needs were met, even if by another team member?