



Improving Responsiveness in Your Job

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

Responsiveness is reacting quickly in an appropriate and accurate manner for a particular situation. Responsiveness is an individual as well as a group quality, which means people *need* to be able to depend on you.

Objective: To develop a better understanding of responsiveness at work and how it is critical for creating better relationships, trust and rapport with others.

Activity: The concept of responsiveness is all about perception. Often times it is noticeably visible or blatantly absent.

Ask employee(s) to think about their friends, family members, and co-workers and ask them if they can identify someone they would want to work with on a high stakes assignment. Have them share the specific attributes that makes those individuals attractive as a partner. (Example: quick to respond to emails and phone calls, takes initiative, offers solutions to problems.)

Next, ask employee(s) if there could be a hidden cost associated with a delayed response. Then let them share thoughts on possible hidden costs.

We work in a fast-paced environment, and responding to people is not always easy. What do you think we can we do to be more responsive?

Engagement and Responsiveness:

1. Do you feel like you are able to be responsive to people in your job? (Q1 – I know what's expected of me at work.)
2. Do you have the material and equipment you need to be responsive to people? (Q2 – I have the materials and equipment I need to do my work right.)
3. Do you think your co-workers are committed to being responsive to people? (Q9 – My associates or fellow employees are committed to doing quality work.)



Ways you can be more responsive:

1. Remove or reduce the things that distract you and make it more difficult to remain productive.
2. Intentionally set aside small periods of time to focus on “important” tasks, and silence “urgent” notifications (text and email) that often responsible for breaking your concentration.
3. Get an organizational system and use it.
4. Stop making excuses, because if you want to respond faster you must first stop making excuses for why a delayed response is okay.
5. Manage, set, and communication expectations clearly, because people are fairly understanding if they know upfront that something may take longer than normal.