

## Values Survey Trend Data

HERO Values Survey Results					
Measures	2004/05	2005/06	2006/07	2007/08	2008/09
Value each other's contributions through overt, expressed recognition and feedback.	2.00	2.95	2.69	2.70	3.13
Proactively provide each other with the information they need to do their jobs.	2.11	3.00	2.74	3.00	3.13
Follow through on commitments.	2.11	2.95	3.14	2.90	3.20
Exhibit professionalism toward one another.	2.22	2.70	3.26	3.50	3.33
Practice team cooperation and support.	2.04	2.75	3.03	3.30	3.40
Demonstrate mutual trust.	2.00	2.60	2.74	2.90	3.00
Take ownership of our actions.	2.33	2.90	3.03	3.10	3.13
Shift easily to a problem-solving mode without blaming.	2.07	3.05	2.74	2.90	3.13
Please rate the extent to which you have received timely feedback and verbal acknowledgement from your immediate supervisor, in the last twelve months.	N/A	3.31	2.51	3.30	2.93
How satisfied are you with your job?	2.91	3.50	3.29	3.30	3.27
Additional Measures				2007/08	2008/09
I get the training I need to do my job well.				3.11	2.64
I clearly understand my job responsibilities.				3.22	3.09
I generally feel informed about the changes that affect me.				3.11	3.00
My immediate supervisor communicates expectations effectively.				3.22	3.09
My immediate supervisor is accessible to me.				3.11	3.18
I feel comfortable bringing my work problems or errors to my immediate supervisor.				3.44	3.18
Employees in my work group resolve conflicts directly with each other.				3.00	2.90
I receive recognition for my good work.				3.22	2.55
Key					
Red represents measures falling below target (2.84 and lower)					
Yellow represents measures hitting target (2.85 to 3.14)					
Green represents measures going beyond target (3.15 to 4.00)					