



Clerk of the Superior Court

Factors for Success

Thought

- Business Acumen
- Customer Focus
- Strategic Mindset

Results

- Takes Initiative
- Ensures Accountability
- Results Focused

People

- Influential
- Develops Others / Teamwork
- Collaborative

Self

- Authentic
- Aware
- Flexible

Rock your superpowers by using the
Factors for Success



Clerk of the Superior Court

Factor - **THOUGHT**

Business Acumen

- Applies appropriate job specific knowledge and uses expertise to perform daily job responsibilities to achieve organizational goals and equitable access to justice (mission/vision/values).
- Understands their role in serving the citizens of Maricopa County and drives positive outcomes by utilizing organizational knowledge and fostering productive, inclusive relationships with court partners Keeps up with current policies, practices, and trends for COSC to thrive and function within compliance requirements.
- Follows organizational safety and security policies and practices that apply to job role.

Customer Focus

- Aware that anyone served in one's current role is a "customer" by definition.
- Identifies opportunities and gains insight into customer needs to benefit the customer, build, and maintain strong, effective relationships, deliver customer-centric experiences, and deliver solutions that meet & exceed the customer expectations.
- Demonstrates courtesy, honesty, fairness, and timely responsiveness when dealing with citizens, co-workers, or other departments in the County.

Strategic Mindset

- Broad mindset that supports diversity, equity and inclusion, organizational needs as well as team and individual goals.
- Having the knowledge and understanding of how decisions affect others and/or other organizational initiatives.
- Considers alternative perspectives before acting/reacting.
- Understands the COSC Strategic Agenda and works to fulfill those goals



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Factor - RESULTS

Takes Initiative

- Takes on new opportunities and challenges with enthusiasm. Identifies and takes opportunities to share, learn, and grow.
- Displays positivity throughout interactions with people and processes. Speaks up appropriately to improve COSC.

Ensures Accountability

- Holds self and others accountable to meet commitments.
- Acts with a clear sense of ownership taking personal responsibility for decisions, actions, and failures.
- (Leadership) establishes clear responsibilities and processes for monitoring work, measuring results, and holding employees accountable equitably.
- (Leadership) Designs feedback loops into work and provides direct and actionable feedback.

Results Focused

- Works in a timely manner to achieve results and complete tasks that support the work unit, department, and COSC goals.
- Plans and prioritizes work to meet commitments.
- Identifies obstacles and works to overcome them to drive results.
- Proactively volunteers to help others achieve results.



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Factor - PEOPLE

Influential

- Models supportive, inclusive, and equitable behavior; acts with positive intent, mutual respect, and honesty.
- Has the courage to communicate facts with confidence in and to question stories (self and others).
- Views conflict as an opportunity to improve and leads through conflict with integrity.
- Considers diverse views and works to find common ground (mutual purpose) to settle disputes fairly.
- Builds constructive relationships with people both similar and different from oneself in an open, friendly, and accepting way.
- Picks up on social cues (people and group awareness) and adjusts approach in real time for positive outcomes.

Develops Others/Teamwork

- Developing a growth mindset.
- Recognizes and takes opportunities to share learning to support each other, grow together, and transfer of knowledge and best practices.
- (Leadership) provides guidance/support through coaching to all team members through structured learning channels, opportunities on the job, and development opportunities.
- (Leadership) Support succession planning and business continuity through preparation of multiple individuals for future roles.

Collaborative

- Respects and cooperates with others to get the job done in the most efficient and effective way possible.
- Communicates effectively to build trust and gain support in partnerships, cooperates across the organization, and works collaboratively with others to meet shared objectives (mutual purpose).
- Credits others for their contributions and accomplishments.
- Effectively listens and expresses ideas in a clear, concise, and respectful manner.
- Uses positive influence to collaborate openly and comfortably with diverse groups of people.



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Factor - **SELF**

Authentic

- Words and actions align.
- Gains the confidence and trust of others through honesty, integrity, and authenticity.
- Shows courage to face difficult issues and supports others who do the same (building trust).
- Uses natural strengths to teach others and learn from others in areas needing growth/improvement.

Aware

- Awareness of oneself, awareness of others, awareness of the situations at hand, and awareness of the impact on others.
- Uses a combination of feedback and reflection to gain insight into personal strengths and weaknesses, opportunities for growth, conscious or unconscious bias, and limitations.
- Proactively seeks feedback in a non-defensive manner.
- Admits mistakes and gains insight from those experiences.
- Understands that different situations may call for different approaches.

Flexible

- Rebounds quickly from setbacks and learns from challenges, hardships, and negative experiences.
- Deals comfortably with the uncertainty of change.
- Actively learns through experiences using both successes and failures as opportunities to learn and grow.



Clerk of the Superior Court FACTORS for Success!

THOUGHT

(Having and using the appropriate knowledge):

RESULTS

(Takes initiative and is accountable for results):

Business Acumen

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- Understands their role in serving the citizens of Maricopa County and drives positive outcomes by utilizing organizational knowledge and fostering productive, inclusive relationships with court partners. Keeps up with current policies, practices, and trends for COSC to thrive and function within compliance requirements.
- Follows organizational safety and security policies and practices that apply to job role.

Takes Initiative

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- Displays positivity throughout interactions with people and processes. Speaks up appropriately to improve COSC.

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- Broad mindset that supports diversity, equity and inclusion, organizational needs as well as team and individual goals.
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Clerk of the Superior Court FACTORS for Success!

PEOPLE

(Effectively communicate and interact with others):

SELF

(Recognize and reflect on oneself and one's behaviors):

<p><u>Influential</u></p> <ul style="list-style-type: none"> • Models supportive, inclusive, and equitable behavior; acts with positive intent, mutual respect, and honesty. • Has the courage to communicate facts with confidence in and to question stories (self and others). • Views conflict as an opportunity to improve and leads through conflict with integrity. • Considers diverse views and works to find common ground (mutual purpose) to settle disputes fairly. • Builds constructive relationships with people both similar and different from oneself in an open, friendly, and accepting way. • Picks up on social cues (people and group awareness) and adjusts approach in real time for positive outcomes. 	<p><u>Authentic</u></p> <ul style="list-style-type: none"> • Words and actions align. • Gains the confidence and trust of others through honesty, integrity, and authenticity. • Shows courage to face difficult issues and supports others who do the same (building trust). • Uses natural strengths to teach others and learn from others in areas needing growth/improvement.
<p><u>Develops Others/Teamwork</u></p> <ul style="list-style-type: none"> • Developing a growth mindset. • Recognizes and takes opportunities to share learning to support each other, grow together, and transfer of knowledge and best practices. • (Leadership) provides guidance/support through coaching to all team members through structured learning channels, opportunities on the job, and development opportunities. • (Leadership) Support succession planning and business continuity through preparation of multiple individuals for future roles. 	<p><u>Aware</u></p> <ul style="list-style-type: none"> • Awareness of oneself, awareness of others, awareness of the situations at hand, and awareness of the impact on others. • Uses a combination of feedback and reflection to gain insight into personal strengths and weaknesses, opportunities for growth, conscious or unconscious bias, and limitations. • Proactively seeks feedback in a non-defensive manner. • Admits mistakes and gains insight from those experiences. • Understands that different situations may call for different approaches.
<p><u>Collaborative</u></p> <ul style="list-style-type: none"> • Respects and cooperates with others to get the job done in the most efficient and effective way possible. • Communicates effectively to build trust and gain support in partnerships, cooperates across the organization, and works collaboratively with others to meet shared objectives (mutual purpose). • Credits others for their contributions and accomplishments. • Effectively listens and expresses ideas in a clear, concise, and respectful manner. • Uses positive influence to collaborate openly and comfortably with diverse groups of people. 	<p><u>Flexible</u></p> <ul style="list-style-type: none"> • Rebounds quickly from setbacks and learns from challenges, hardships, and negative experiences. • Deals comfortably with the uncertainty of change. • Actively learns through experiences using both successes and failures as opportunities to learn and grow.