

# *The Four C's of a Diamond Employee*

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# *How can the Four C's help me?*

## **The Four C's of a Diamond Employee**

- What attributes does the employee need to be successful?
- Why is the employee not meeting expectations of the job?

## **The Four C's of a Diamond Supervisor**

- Would your employees describe you as a diamond supervisor?
- How do you become a diamond supervisor?

## **The Four C's of a Diamond Employer**

- Will this employer be a good fit for me?
- Applicants – are you a diamond in their eyes?



# The Four C's of a Diamond



*Cut \* Color \* Clarity \* Carat*

## **Recruitment & Employee Relations**

# **The Four C's of a Diamond Employee**

- *Character*
- *Culture*
- *Commitment*
- *Capability*





# ***The Four C's of a Diamond Employee***

## • ***CHARACTER***

- What are the necessary characteristics to be successful in this position?
- What characteristics would impede success?
- Honesty and integrity? Trustworthy? Respectful of others?
- Do they take responsibility for their actions? Admits and learns from mistakes?

# ***The Four C's of a Diamond Employee***

- **CHARACTER** (cont.)

- Dependable, reliable, and resourceful?
- Discreet when needed?
- Show appropriate compassion, empathy, and/or sympathy?
- Do they display good judgment? How do you define “good judgment”?
- What traits are important to your organization?



# ***The Four C's of a Diamond Employee***

## • *CULTURE*

- How do you define the culture of your office, department and organization?
- Will this person enhance and influence the culture in a positive manner?
- Does this person interact well with others? Are they cordial and professional?

# ***The Four C's of a Diamond Employee***

- ***CULTURE*** (cont.)

- What should change and how should change be implemented?
- What is important to maintain?
- Will they promote a positive work environment through words and actions?
- What aspect of your workplace culture is valued by employees?



# ***The Four C's of a Diamond Employee***

- ***COMMITMENT***

- What demonstrates or defines commitment to the job?
- It's not just the number of hours worked; how do they spend their time?
- Is the employee effective and efficient in their work? Productive and proactive?
- Are they a team player ?

# ***The Four C's of a Diamond Employee***

- ***COMMITMENT*** (cont.)
  - Demonstrates ownership, responsibility, accountability, caring and is engaged in their work?
  - Manages up keeping others informed?
  - Strives for professional and personal growth?
  - Contributes to the greater good?
  - How does 'commitment to the job' vary based on personality traits or cultural differences?



# ***The Four C's of a Diamond Employee***

- **CAPABILITY**

- Do they have the knowledge, skills and abilities (KSA's) to meet the performance expectations?
- Can they be trained in the KSA's necessary to be successful? Do they possess the aptitude and desire to learn and improve?
- Capability is the only 'C' that training may help improve. For the other 'C's' you can set the expectation, influence, guide, coach, mentor, and lead by example - then hope for the best and hold accountable.

# ***The Four C's of a Diamond Employee***

- ***CAPABILITY*** (cont.)
  - If the first three “C’s” are not present, the technical capability is of less value overall. The employee will not be viewed as a diamond – especially by their peers.
  - Beware of the Cubic Zirconia (CZ).
  - Ask your team who are the diamonds?



# ***The Four C's of a Diamond Employee***

Can you name the ***Fifth C***?

## ***Choice***

- ***Character***
- ***Culture***
- ***Commitment***
- ***Capability***



# The Four C's of a Diamond Supervisor

- *Character*
- *Culture*
- *Commitment*
- *Communication*



***Look in the mirror...what do you see?***



# ***The Four C's of a Diamond Supervisor***

- ***CHARACTER***

- What are the characteristics necessary to be successful?
- What characteristics impede success?
- Are you honest and show integrity in your work?
- Are you trustworthy? Respectful of others?
- Do you take responsibility for your own actions or do you blame others when things go wrong?
- Can you admit to mistakes and learn from them?
- How does your behavior influence your team?

# ***The Four C's of a Diamond Supervisor***

- **CHARACTER** (cont.)
  - Are you dependable, reliable, and resourceful?
  - Can you be discreet when needed?
  - Do you show appropriate compassion, empathy, or sympathy?
  - How would your direct reports describe you?
  - How would your peers and supervisor describe you?
  - Ask yourself – what are the characteristics I have that work for me in a leadership position? What works against me?



# ***The Four C's of a Diamond Supervisor***

- ***CULTURE***
  - How do you define the culture of your department and organization?
  - Do you enhance and influence the culture in a positive manner?
  - What is important to maintain?
  - What about the culture should be changed and how?

# ***The Four C's of a Diamond Supervisor***

- CULTURE (cont.)
  - Do you interact well with others? Are you cordial and professional?
  - Do you promote a positive work environment through words and actions?
  - Do you take action to correct problems?
  - Are you creating a culture by design or by default?



# ***The Four C's of a Diamond Supervisor***

- COMMITMENT

- What actions demonstrate your commitment to the job?
- It's not just the number of hours worked - how do you spend your time?
- Are you effective and efficient in your work? Productive and proactive?
- Are you a role model with your behaviors?
- Are you a team player? - supporting the team effort even if goals for self would be impacted or compromised?

# ***The Four C's of a Diamond Supervisor***

- **COMMITMENT** (cont.)

- Do you demonstrate ownership, responsibility, accountability? Are you engaged in your work?
- Do you promote the success of your team with upper management or do you accept credit for the work of others?
- Do you support professional and personal growth for yourself and your staff?
- Do you contribute and support the greater good?



# ***The Four C's of a Diamond Supervisor***

- **COMMUNICATION**

It is not what you say, but how you say it.

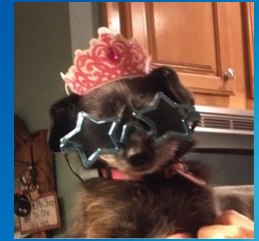
It is not what you do, but how you do it.

# ***The Four C's of a Diamond Supervisor***

- COMMUNICATION
  - Do you coach or criticize?
  - Do your employees think you communicate in an effective manner?
  - How do your employees communicate with you?
  - Do you really have an open door policy?
  - How do you communicate under stress?
  - Do you provide on-going feedback ?



# Ask a silly question.....



Husband:  
Subject: Macy

Wife:  
What is she doing in there?

Husband:  
Sleeping

# ***The Four C's of a Diamond Supervisor***

**Are you a diamond in the eyes of your employees or are you a CZ?**



Office of Human Resources



## ***The Four C's of a Diamond Supervisor***

Can you name the *Fifth C*?

**Choice**

- *Character*
- *Culture*
- *Commitment*
- ***Communication***

*What do you see when you look in the mirror?*

# The Four C's of a Diamond Employer

- Character
- Culture
- Commitment
- Compensation





# ***The Four C's of a Diamond Employer***

- **Character**

What is the internal and external reputation of your organization?

Why do people want to work at your organization?

- **Culture**

Why do employees stay or leave?

What defines the work experience?

# ***The Four C's of a Diamond Employer***

- **Commitment**

Is your organization committed to employees through words and actions?

- **Compensation**

Competitive pay is just the start -  
What do employees value?

What is your role in making your organization a diamond employer?



# ***The Four C's of a Diamond Employer***

Can you name the ***Fifth C***?

***Choice***

- Character
- Culture
- Commitment
- Compensation



# Questions about the Four C's of a Diamond Employee model?

**Thank you!**

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