Harvard Heroes 2016 – Nomination/Selection Criteria and Definitions

Administrative/professional, support, and service/trades staff\(^1\) with at least one year of benefits-eligible service can be nominated. A Harvard Hero should demonstrate one or more of these attributes at the highest levels of contribution, impact, and excellence.

**Embracing Change** -- takes initiative to seize the opportunities that change represents; demonstrates flexibility and adaptability. Helps others anticipate change, envision the future, and meet transitional challenges. Helps Harvard adapt to new and emerging realities while preserving what is most important.

**Citizenship and Community** -- outstanding citizenship at either the local or University level. Takes action to build or strengthen a caring, connected University community. Makes Harvard a great place to work, teach, and learn.

**Fostering an Environment of Diversity and Inclusion** -- makes Harvard safe, respectful, and welcoming for everyone. Takes actions to increase diversity; challenges exclusionary attitudes, actions, or results.

**Leadership and Management** -- communicates the vision and mission of the organization and translates them into actionable goals. Develops, coaches, and motivates diverse individuals and teams. Promotes a positive culture of engagement within the immediate team and across the organization.

**Mission and Values** -- contributes directly to Harvard’s mission of teaching and research; exemplifies integrity and truth (*veritas*). Reflects and contributes to Harvard’s excellence.

**One Harvard** -- Makes “One Harvard” a reality by spanning boundaries, removing barriers, and reducing divides between people, teams, and departments. Exemplifies cross-University cooperation and collaboration. Develops and shares resources, approaches and solutions to benefit the whole University.

**Service Excellence** -- provides outstanding service to faculty, staff, students, or departments.

**Stewardship** -- maintains mission, quality, service, or safety while improving efficiency or reducing costs. Protects the University and its people from risk or harm.

**Sustainability** -- contributing to Harvard’s sustainability commitment. Fostering collaboration, inspiring others. Building scalable solutions.

**Teamwork** -- being a valued teammate, colleague, collaborator, or partner. Going above and beyond to make the jobs of others easier. Shares knowledge, expertise, and information generously. “Pitches in” to get the job done.

**Innovation/Continuous Improvement** -- finds new ways to do things better; uses innovative methods, approaches, technology, or information to work smarter or more effectively. Challenges existing paradigms and assumptions; sees alternative ways to view or define challenges. Develops innovative solutions to problems large or small.

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\(^1\) In addition to these staff groups, coaches in the Department of Athletics, who fall in the “other academic” group are eligible. The Harvard Heroes program uses benefits-eligible service to determine eligibility. If in doubt, please contact your local HR office to check whether the person you have in mind meets these criteria.