A Harvard Hero should demonstrate at least one – and ideally two or three – of the attributes listed below at the highest levels of contribution, impact, and excellence. Administrative/professional, support, and service/trades staff with at least one year of service\(^1\) are eligible to be nominated.

**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 and valuable.

**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.

**NEW! 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).

**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, prevents risk or harm.

**Sustainability** -- contributes to Harvard’s goals of reducing greenhouse gas emissions and creating a healthier, more sustainable campus. Fosters collaboration; inspires and educates others. Develops efficient models that can be replicated across campus.

**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. Makes “One Harvard” a reality by spanning boundaries, removing barriers, and reducing divides between people, teams, and departments.

**Innovation/Continuous Improvement** -- finds new ways to do things better; uses innovative methods, approaches, technology, or information to work smarter or more effectively.

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\(^1\) In addition to these employee 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.