

E for Excellence

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I am here to discuss the value E which stands for Excellence

Just to recap on what REACHt is, as we often lose sight of these values collectively. REACHt is there to inspire staff to adopt impeccable behaviour and excellence in the workplace and embodies the universities goal for institutional success through six shared values. ¹

With the value Excellence, UKZN undertakes to display quality, leadership and energy in all that it does. It means the following things: commitment to our work at all time; displaying enthusiasm during adverse situations; speedily executing duties, delivering greater results and displaying a positive energy towards challenges. ²

However, what does excellence mean? It is the quality of being outstanding or extremely good, and of being the best at something. What this boils down to is putting our very best effort into what we do. It is about being precise, paying attention to detail and being consistent. It is also about being adaptable, innovative, being able to collaborate and being accountable. ³ It is not about being a perfectionist. Being a perfectionist means striving for unattainable goals and being afraid of making mistakes. Excellence requires one to accept critical feedback and adapt to change. ⁴

How do we measure or inculcate excellence in the workplace? ⁵

1. Quality of Work: Excellence can be evaluated by the quality of work produced. This includes factors such as accuracy, attention to detail, meeting deadlines, and exceeding expectations.
2. Feedback and Evaluation: Gathering feedback from managers, peers, and subordinates can provide insights into an individuals or teams performance, strengths, and areas for improvement.
3. Customer Satisfaction: Satisfaction surveys, feedback from clients or customers, can indicate the level of excellence in delivering products or services.
4. Leadership and Teamwork: Inspiring and motivating others, supporting collaboration, and promoting a positive work environment, can contribute to excellence in the workplace.
5. Professional Development: Commitment to continuous learning and professional growth can also contribute to excellence in the workplace. This can include participation in training programs or acquiring new skills.

Finally, we have to constantly remind ourselves who our major stakeholders are, and what type of services we are providing to them. As a librarian, I need to ask myself am I assisting staff and students to the best of my ability. Am I assisting with queries timeously? Am I responding to difficult queries positively? Am I also following through with queries/emails received? In addition, any tasks or projects that I have been assigned to, have I done it well and to the best of my ability.

Thank you

¹ <https://ww1.ukzn.ac.za/vision-mission-goals-core-values/>

² <https://ww1.ukzn.ac.za/vision-mission-goals-core-values/>

³ <https://www.quora.com/How-would-you-describe-excellence-in-the-workplace>

⁴ <https://umairkamil.com/how-to-strive-for-excellence-in-the-workplace/>

⁵ <https://poe.com/chat/25x996ib35lg1jl44rh>