

## **Strategic Drivers for Wolverine Bank: PROFITABILITY, GROWTH, AND QUALITY**

Every single Wolverine Bank employee needs to be aligned to these three drivers. That means that our bank, department, and individual goals, development, and initiatives must be created and implemented with those strategies as a primary focus.

Although there are many talents we all bring to Wolverine, there are a number of core competencies that are required of EVERY EMPLOYEE at Wolverine. These competencies are critical to achievement of our Profitability, Growth and Quality targets. Additionally, there are certain positions which will require additional competencies due to the nature of the associated duties.

Wolverine is committed to creating goals and development opportunities for its employees around these core competencies. With the alignment of everyone in the organization, Wolverine will continue to place ourselves in a position where the bank, its employees, and our customers are able to succeed.

### **Core Competencies for ALL Wolverine Bank Employees**

Ethics and Values:	Adheres to the appropriate (for the setting) and effective set of core values and beliefs and acts in line with those values. Practices what he/she preaches.
Customer Focus:	Dedicated to meeting the expectations and requirements of internal and external customers. Acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
Quality:	Produces results and provides service that meet or exceed standards. Is focused on making sure that tasks are executed correctly.
Functional/ Technical Skills:	Has the functional and technical knowledge and skills to do the job at a high level of accomplishment
Drive for Results:	Can be counted on to achieve goals successfully. Pursues work with energy, drive, and a need for completion.
Can-Do Attitude/Positive Outlook:	Is optimistic and energetic about the work to be done. Is a positive influence on others. Courteous and cooperative to both internal and external customers.
Initiative:	Does more than is required or expected in the job. Takes on tasks that no one has requested or which will improve or enhance products and services. Plans ahead for upcoming challenges and opportunities and takes appropriate action.
Communications (Listening):	Practices attentive and active listening. Has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.