

VALUES BELIEFS, ORGANIZATIONAL PRINCIPLES & STANDARDS ♦ GUIDANCE FOR
DECISION MAKING ♦ CONSISTENCY AND ALIGNMENT BETWEEN ORGANIZATIONAL VALUES AND INDIVIDUAL
BEHAVIORS IS VITAL

Value 1: Respect and Diversity

Treat all persons with dignity; capitalize on the wealth of viewpoints that reside in our multi-faceted community; all contributions are valued.

Behaviors Consistent with this Value	Behaviors Not Consistent
Cross-functional teams Give credit where due Celebrate cultural diversity Critique ideas, not people Demonstrate courtesy (good morning, salutations, please, thank you) Acknowledge others (their presence, ideas, contribution) Provide explanations to decisions	Demonstrating close-mindedness Showing bias/prejudicial treatment in decision making Creating or promoting rumors Rudeness Engaging in "back-stabbing" Working in silos Pigeon-holing people Stereotyping others

Value 2: Ethics and Integrity

Foster trust and honesty in your interactions. Behave according to established professional standards.

Behaviors Consistent with this Value	Behaviors Not Consistent
Walking the talk Doing the right thing Keeping your promises Following through on your commitments Choosing business partners that share your values	Lying, stealing, being deceitful or dishonest Harassing Not following the standard practice guide

VALUES BELIEFS, ORGANIZATIONAL PRINCIPLES & STANDARDS ♦ GUIDANCE FOR
DECISION MAKING ♦ CONSISTENCY AND ALIGNMENT BETWEEN ORGANIZATIONAL VALUES AND INDIVIDUAL
BEHAVIORS IS VITAL

Value 3: Innovation

The freedom to pursue informed risk-taking and creative problem solving; learning from our experience, thinking “outside the box” is our hallmark.

Behaviors Consistent with this Value	Behaviors Not Consistent
Trying new things Accepting ideas (“no bad ideas”) Brainstorming Turning problems into opportunities to excel (turning trash into recyclables) Leveraging technology, possessing technical proficiency/expertise Sharing best/cutting edge practices Using pilots	Creating “red tape” blocking new ideas “We’ve always done it that way” Rejecting ideas that are not “top down” Viewing innovation as a function of having a big budget Showing fear of or reluctance to change

Value 4: Collaboration:

Recognize teamwork as the key to synergy, share more communication about each others’ roles; pool resources; “think outside the cube”

Behaviors Consistent with this Value	Behaviors Not Consistent
Networking with other departments Cross training Seeking the ideas of others Demonstrating strong communication skills Engaging in teamwork Picking up the phone Empathy	Working in silos Not sharing resources, ideas, feedback, and information with others Making decisions without consulting affected areas/persons Being closed to change or differing ideas Assuming “negative intent”

VALUES BELIEFS, ORGANIZATIONAL PRINCIPLES & STANDARDS ♦ GUIDANCE FOR
DECISION MAKING ♦ CONSISTENCY AND ALIGNMENT BETWEEN ORGANIZATIONAL VALUES AND INDIVIDUAL
BEHAVIORS IS VITAL

Value 5: Professional Growth and Development

Investing in the professional growth of all staff through sharing experience and knowledge, and through education (training and cross training) and peer networking.

Behaviors Consistent with this Value	Behaviors Not Consistent
Budgeting for training time and costs Certification and licensing training Encouraging and rewarding staff for improving their skills Supporting formal or informal mentoring programs Engaging in career planning	Excluding professional development goals in goal setting Creating schedules that don't allow training Not supporting staff participation in training Supervisors not giving feedback

Value 6: Quality and Customer Service:

Identifying performance standards and being a performance-based organization. Taking personal responsibility, having pride in work, identifying customer needs, responding quickly, working towards continuous improvement.

Behaviors Consistent with this Value	Behaviors Not Consistent
Partnering with customers Practicing two-way communication with customers Using data to anticipate customer needs Following up and giving feedback on performance measures Demonstrating an "open book" policy Using metrics Using change management tools	Delaying service(s) and providing no customer communication Not responding to feedback Finger pointing and blaming others No accountability and ownership Unclear direction, roles or responsibilities Making arguments based on anecdotes rather than data

VALUES BELIEFS, ORGANIZATIONAL PRINCIPLES & STANDARDS ♦ GUIDANCE FOR
DECISION MAKING ♦ CONSISTENCY AND ALIGNMENT BETWEEN ORGANIZATIONAL VALUES AND INDIVIDUAL
BEHAVIORS IS VITAL

Value 7: Health, Safety and the Environment

The holistic view that blends our support for healthy individual behaviors with our desire to provide a beneficial, safe working environment and promote environmental stewardship.

Behaviors Consistent with this Value	Behaviors Not Consistent
Creating rewards for workplace safety Demonstrating high-level commitment to the environment Supporting "green" power Recycling Utilizing workplace ergonomics Supporting staff flu shots, exercise programs, blood pressure tests Encouraging workplace wellness	Lack of involvement Wasteful behavior Not turning off lights Unhealthy personal behaviors

Value 8: Community

A group of people united by a common vision and shared values and norms, who are dedicated to supporting each other and enhancing their knowledge and performance to reach a shared goal.

Behaviors Consistent with this Value	Behaviors Not Consistent
Taking ownership over making it better "where you live" Acknowledging the balance between personal and work lives Clear vision and goals Appreciating the contributions of each member Looking out for each other	Hostile work environment Only out for yourself or your group Holding on to information

BUSINESS & FINANCE

VALUES BELIEFS, ORGANIZATIONAL PRINCIPLES & STANDARDS ♦ GUIDANCE FOR
DECISION MAKING ♦ CONSISTENCY AND ALIGNMENT BETWEEN ORGANIZATIONAL VALUES AND INDIVIDUAL
BEHAVIORS IS VITAL

--	--