

City of Guelph – Corporate Values - Examples

<i>Integrity</i>	<i>Adherence to a code of values, incorruptibility, soundness, completeness</i>
<i>Accountable</i>	<p>Acknowledgment and assumption of responsibility for actions, products, decisions, and policies including the administration, governance and implementation within the scope of the role or employment position and encompassing the obligation to report, explain and be answerable for resulting consequences.</p> <ul style="list-style-type: none">- Whoever takes a customer call closes the loop on it – seeks info to solve and they get back – even if an internal customer- Not passing the buck- Live up to the commitment you make on your work – especially when it impacts others – communicate with somebody if you aren't able to meet the timeline- Make responsible and realistic requests of others – parties agree on a timeline- Understand there are consequences to not meeting your expectations- Accepting responsibility- Follow up on requests from others – public or internal
<i>Professional</i>	<p>Your appearance should reflect your role as a professional; be polite and considerate; be punctual; understand what the team expects of you and ask if you are not clear; be prepared; communicate well - let your team know if you have to be absent for any reason; think of yourself as part of a team now and recognize that the team depends upon you. Ask for feedback and try to incorporate suggestions for improvement into your subsequent performance. Seek help if you are having trouble with a customer or team member.</p> <ul style="list-style-type: none">- Working to a high standard, high moral road- Dressing in a fashion appropriate to your role- Base decisions on objective information – reduce bias- Body language in keeping with your message- Don't talk negatively about people you work with/for- Use diplomacy and discretion- Support the corporate direction- You represent the organization – the big picture- Adhere to the code of conduct associated with your profession- Maintain confidences - confidentiality
<i>Honest</i>	<p>Human quality of communicating and acting truthfully related to truth as a value. This includes listening, and any action in the human repertoire — as well as speaking. Superficially, honesty means simply, stating facts and views as best one truly believes them to be. It includes both honesty to others, and to oneself (self-deception) and about ones own</p>

motives and inner reality.

- Regardless of the consequences, provide a full and accurate picture
- Don't be afraid to say you don't know – and that you will assist to find an answer
- Avoid giving incorrect or incomplete information
- Deal with, rather than hide errors
- Ensure you have all information to make sound decisions
- Don't try to manipulate or mislead the facts
- Do not willfully provide misinformation – if you are not able to provide information, say so, rather than lie
- Receive honest information willingly
- Maintain confidences - confidentiality

Understanding A psychological process related to an abstract or physical object, such as, person, situation, or message whereby one is able to think about it and use concepts to deal adequately with that object. A person understands a command if he/she knows who gave it, what is expected by the issuer, and whether the command is legitimate. One understands reasoning, an argument, or a language if one can consciously reproduce the information content conveyed by the message.

- Empathy
- Walk in someone else's shoes
- Be reasonable
- Take the time to listen and understand
- Focus on the issue rather than the person
- Seek out information before making a decision/judgment
- Awareness of and respect for diversity – recognition of various holidays

The owner of issues Answerable, responsible, accountable, exclusive rights to an issue, problem, outcome, result.

Transparent Clear visibility, open, nothing to hide, position is known, upfront, honest, straight forward

- Where you are able – as applicable
- No hidden agenda
- Willingly share information or if unable to share, provide reasons why not
- Understand what can be shared
- Not to pass the buck – make service easy and transparent for good customer service

Committed Carry into action, to pledge to some particular course (corporate direction, values)

- accountable
- Engagement
- Show committed by example – demonstration each day

	<ul style="list-style-type: none"> - Be committed to make change – betterment- with organization direction - Making positive and constructive contributions – lending a hand to others
<i>Trustworthy</i>	<p>A relationship of reliance. A trusted party is presumed to seek to fulfill policies, ethical codes, law and their previous promises. Trust does not need to involve belief in the good character, vices, or morals of the other party. Persons engaged in a criminal activity usually trust each other to some extent. Also trust does not need to include an action that you and the other party are mutually engaged in. Trust is a <i>prediction</i> of reliance on an action, based on what a party knows about the other party.</p> <ul style="list-style-type: none"> - Honesty is what you say – trustworthy is what you do - An action - Having confidence in knowing what someone does – trusting that a person will carry themselves with integrity - Doing what you say you are going to do – follow through on what you said you were going to do
<i>Ethical</i>	<p>The standards that govern the conduct of a person, especially a member of a profession. Relating to the accepted principles of right and wrong, especially those of some organization or profession.</p> <ul style="list-style-type: none"> - Not knowingly misleading people - Doing what's right – not what's easy - Not sharing confidential information that could put the organization in jeopardy - Share information willingly that is in the public domain – that can be openly shared
<i>Excellence</i>	<i>The quality of being excellent, valuable quality, virtue</i>
<i>Innovative</i>	<p>The act of introducing something new, a new idea, method or device, the successful exploitation of new ideas, change that creates a new dimension of performance. The term innovation may refer to both radical and incremental changes to products, processes or services. The often unspoken goal of innovation is to solve a problem and improve.</p> <ul style="list-style-type: none"> - Taking risks - Being pioneers – don't necessarily do what the others are doing – be unique - Be supportive and encouraging to those who take risks

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- Being open and receptive to opportunities for continuous improvement – be aware and look for opportunities – question the way we do things – is there a better way to be doing it
 - Look for opportunities for small innovations – doesn't have to be on a grand scale
 - Share ideas with other groups – may help others
 - Don't necessarily take the path of least resistance
 - Allow planning opportunities – give time for planning and thinking

Leaders

The ability of an individual to influence, motivate, and enable others to contribute toward the effectiveness and success of the organizations of which they are members; an attitude that influences the environment around us; the ability to affect human behavior so as to accomplish a mission designated by the leader, the art of persuading people to work towards a common goal.

- Allow people to have fun – foster a fun environment
- Doing the right thing
- Effect change – set clear direction – stimulate change – motivate others
- Instill people with a sense of ownership
- Take time to coach and mentor people
- Take the time to lead – pull away from the operational tasks
- Leading others is not dependent on having a management title
- Demonstrate consistent behaviour

Strategic

A plan of action designed to achieve a particular goal. Specifying the organization's objectives, developing policies and plans to achieve these objectives. Allocating resources to implement the policies and plans to achieve the objectives;

- Seek out opportunities for positive change
- Forecast potential
- Planning to achieve – thinking through the implications of your plan – don't fly by the seat of your pants – consider the implications of your actions before doing them
- Be consultative – gain input from others – be inclusive

Efficient

Making good, thorough, or careful use of resources;

- Not consuming extra
- Making good use of time and/or energy

<i>Fiscally responsible</i>	<p>Responsible for our resources</p> <ul style="list-style-type: none"> - Budgets, equipment, stock, energy, water etc.
<i>Responsive</i>	<p>Answering, replying or responding in a timely manner, sensitive to the feelings of others</p>
<i>Adaptable</i>	<p>The ability to adjust ourselves or our position; to produce by change of form or character</p> <ul style="list-style-type: none"> - Be open to and tolerant change - Be flexible - Seek first to understand, then to be understood
<i>Customer & Service focused</i>	<p>Concentrating on our customers and the services that we provide for them. Concentrating on the services that we provide to each other within the organization – supporting internal relationships that improve our customer service.</p> <ul style="list-style-type: none"> - Measure success by the success of the customer – satisfaction of the customers you serve whether internal or external - Recognizing your customers as priority over a lot of other things - Own your customers – take ownership of their issue - Take time rather than rushing the customer process - Understand the relationship with the customer – understand their needs - Follow up – don't drop the ball – follow through
<i>Effective communicators</i>	<p>Having the power to express or convey one's ideas to another either through verbal or nonverbal means; To give information or knowledge of, make known – listen first to understand, then to be understood</p> <ul style="list-style-type: none"> - Two way communication – receive and give information - Commitment to understand what our constituents and our employees want – open to public communication - Communicate the right (make the effort to find out what information people want – useful and appropriate to the receiver) information – own it – take ownership of what you are communicating – give a “we” message - Use communication tools and channels responsibly – don't send junk - Communicate consistently - Communicate frequently - Recognizing that truly effective communication builds relationship – relationship management – - Concise and focused

<i>Team Focused</i>	<p>Concentrating on a group of people involved in the same activity that you part of – being supportive, adaptable, flexible</p> <ul style="list-style-type: none"> - Promote team cohesion – activities – encourage - Understand what a team building exercising is - Sharing a common goal - Share information - Recognizing silo potential – your actions impact other people/areas – stakeholder input – give time to this step - Support colleagues when in need regardless of your role – get rid of “not my job” attitude - Recognize that teams are fluid – you will be part of multiple teams - Use language “we” “our” - Stay corporate focused – big picture
<i>Committed to public service</i>	<p>That which is provided by the Government or its agents; dedicated to providing your service</p> <ul style="list-style-type: none"> - A <i>belief</i> that quality public services improve quality of life - Perform duties with passion, respect for all stakeholders - Embrace the business practices of the private sector while maintaining a sense of community – the impact and benefit your work has on the community – we do work on things that we/the community owns – heightened accountability - Recognize what we are ultimately doing is providing core service to the public – all that we do should support this – the fundamental reason why we are here, be responsible - Recognize the public are consumers of multi-level services – e.g. Federal, provincial, municipal - Re-establish – why do we work in the public sector
<i>Wellness</i>	<i>Good health as an actively sought goal</i>
<i>Recognize each others contributions</i>	<p>An awareness that something has been observed; Give recognition – acknowledge what people do that supports our vision/direction, positive responses</p> <p>Celebrate successes</p> <p>Saying thank you</p> <p>Courtesy to others</p> <p>Ensure you are familiar with the corporate recognition program, use the tools and educate others</p>
<i>Encourage development</i>	<p>Mentally support and motivate each other to create and progress;</p> <ul style="list-style-type: none"> - Support learning and personal growth - Provide helpful feedback
<i>Seek life</i>	Look for/strive for/encourage: support for health, well being,

<i>balance (Health/Well Being)</i>	<p>work, encourage realistic goals/objectives; know our commitments</p> <ul style="list-style-type: none"> - Encourage physical activity – taking breaks - Be open to flexibility with work time, in keeping with meeting business needs
<i>Interact respectfully</i>	<p>Have regard for the rights of others; tolerance of others; treat others as they would like to be treated</p> <ul style="list-style-type: none"> - Be accountable for your interactions - Don't support the rumour mill - Practice tolerance - Be familiar with related policies (Harassment & Discrimination, Violence Prevention etc.) - Encourage face to face interaction – get out of your seat
<i>Commit to a safe environment</i>	<p>Encourage a secure workplace, free from harm and danger to our physical, mental and spiritual well being</p> <ul style="list-style-type: none"> - Safety first and always - Educate/train self and team - Be aware of your environment - Make safety a priority – talk about it - Follow all related legislation and policies
<i>Support each other</i>	<p>Create a work environment that cares for the people in it, build networks within our organization, and back each other up.</p> <ul style="list-style-type: none"> - Seek first to understand (points of view/positions) - Stewardship of the whole, not ownership of the piece - Demonstrate our Values in our daily interactions - Look for and encourage natural support systems within your team - Be familiar with all corporate support programs (Peer Links, Employee Assistance etc.)
<i>Take pride in what we do</i>	<p>Be proud, build self-esteem, encourage positive working environments, recognize each other, market ourselves and what we do.</p> <ul style="list-style-type: none"> - Celebrate success - Be a positive ambassador for Guelph - Recognize accomplishments (individual/team) - Talk about the positives
<i>Be enthusiastic – Have Fun</i>	<p>Excited about being here, motivated, laugh, enjoy, take pleasure in the work that we do and the services that we provide.</p> <ul style="list-style-type: none"> - Demonstrate enthusiasm - Be spontaneous, laugh, have fun - Encourage and reinforce those team members who are naturally enthusiastic – use their energy to lift spirits

Guelph – Corporate Values

We, the employees of the City of Guelph,

Value:

Integrity in our relationships,

Excellence in our service,

Wellness for people.

This is our VIEW and we demonstrate it through our behaviours.

Values = Integrity + Excellence + Wellness