

City of Gunnison Values
Our commitment to each other and our customers
May 17, 2017
Final Draft

We will consistently provide open, honest, timely communication with our colleagues and customers	
In - behaviors	Out – behaviors
Assume positive intent	Assume the worst
Going to the source	Going to everyone but the source (triangulation)
Open to receiving feedback	Disrespecting co workers
Timely Communication	
Venue – right place and right group	
Active listening <ul style="list-style-type: none"> • Eye contact • Full attention • Reiterate what they heard 	Don't Listen <ul style="list-style-type: none"> • Distracted • Rolling Eyes

We value trust and respect	
In - behaviors	Out – behaviors
Politely listening to input and requests	Ignoring others, being rude
Be truthful, honest and forthright	
Timely response to questions	No response
Follow through on commitments-go the extra mile to support colleagues and customers	Not helpful-taking the easy way
Delegation	Not micro managing
Focus on behavior and results	Judgmental of the person & micro managing
Respect differences of others (personality/communication style.	Intolerant of diversity

We value creativity and innovation	
In - behaviors	Out – behaviors
Continuously identify actions to improve customer service and efficiency	
Accept and open to risk taking	Criticize new ideas and initiatives
Constructively review results from new initiatives and learn from mistakes	
Focus on the result and that the action was done consistent with our values	Focus on the how and not the result
Celebrate Success!	Criticize failure and risk taking
Continuous learning and professional development	Don't invest in learning
Connecting and networking with colleagues in other organizations, Departments, and partner disciplines.	Stay in our silo
Ask how we can improve our processes/look for better examples	"We have always done it this way" attitude

We value life balance (between work, family and fun)	
In - behaviors	Out – behaviors
Clearly identified priorities – so we are efficient with our time	Distracted
Time Management <ul style="list-style-type: none"> • Organized • Self-direction 	Missed Deadlines <ul style="list-style-type: none"> • Disorganized • Un-motivated
Appropriate fun	Too stressed
Flexible	Too rigid
Trustworthy and respectful	
Set professional goals while respecting personal needs/issues	

Teamwork and collaboration are essential in achieving community results

In - behaviors	Out – behaviors
Honesty and Respect for other teams and individuals	Dishonesty/Lack of Respect
We are stronger together than separate	
Clearly define goals	
Knowledge and professional development/learning	Not investing in training and tools to support teams
Welcome other teams ideas in the organization	
Reliability/Accountability-We do what we say we are going to do	Not pulling your weight/Not taking responsibility
Recognize outstanding team work	
Organize around teams	Organize around individuals
Collaboration and Cooperation	

We are **accountable for our actions** and the organization recognizes and thanks us for our achievements/We Celebrate Success!

In - behaviors	Out – behaviors
I take responsibility for my actions and don't blame others.	Deflect responsibilities for my actions to others
Work hard and smart to achieve positive results for our customers	
We equitably recognize and celebrate success of teams and individuals that achieve positive results on both a day to day basis and in achieving major milestones/accomplishments.	We recognize people and individuals based on their "rank" and/or if they have a highly visible role in the organization.
Knowledge and professional development/learning	We close down new ideas from what we learn
We learn from our mistakes and take actions to correct undesired results and/or behavior. We fall forward. We actively seek feedback and learn from that feedback	We blame others for our mistakes.
Constructive and clear consequences	
Accountability is uniform regardless of position/title	We ignore bad results and behavior
Reinforce good behaviors	
We equitably serve all customers	We give special treatment/service to the "right" customers.

