

Ethics ♦ Professionalism



Compassion ♦ Excellence ♦ Respect



The Vienna Way

VALUES
DICTIONARY

*Alone we can do so little;
together we can do so much.*

—Helen Keller

Human Resources Department
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ETHICS

Doing what is right, with integrity

Behaviors that embody this value:

- Speaking truthfully
- Being trustful (trusting in others) and trustworthy (worthy of others' trust in you)
- Providing accurate information, with care, with discretion and confidentiality, as necessary
- Being available and honoring time commitments
- Holding ourselves and others accountable and responsible in our Town role
- Consistently meeting work deadlines
- Giving an honest day's work in time and performance
- Understanding and following policies and regulations
- Being dependable and reliable
- Positioning others for success
- Making decisions in line with Town values
- Aligning your thoughts and actions positively
- Leading positively by example, personally and professionally

Behaviors that derail this value:

- Starting and/or contributing to rumors or gossip; sharing information without confirming permission, source and accuracy.
- Exhibiting favoritism or not treating all employees equally
- Stealing and/or lying outright or by omission
- Speaking explicitly or implicitly in a negative manner of the Town or others
- Not bringing attention when we see a possible problem or improvement opportunity
- Being negligent or careless with public monies or property
- Not speaking up when we see a wrongdoing by another person
- Taking advantage of another's difficulties or mistakes

PROFESSIONALISM

*Each of us conducting our business in a manner that meets
high industry and quality standards*

Behaviors that embody this value:

- Demonstrating care about the possible outcomes of our actions
- At all times, being prepared, ready to work and working, with a positive attitude
- Clearly communicating expectations, so that others may succeed
- Accepting responsibility for negative, as we do positive, outcomes
- Being effective and reflective to continually improving and making the best decisions for the Town
- Asking for input and giving constructive and respectful feedback
- Taking responsibility for the actions and decisions we make
- Completing designated tasks; communicating with others in regards to prioritization of tasks
- Being responsible for the specific duties that go along with our job
- Being consistent in doing the right thing in all aspects pertaining to our job
- Doing what we say we will do and taking action when a mistake is made
- Dressing neatly within the standards set for the job
- Being polite and friendly with everyone with whom we come in contact
- Speaking well of the Town, its services, its employees and residents
- Maintaining poise and control, even when facing difficult situations
- Understanding and abiding my Town policies

Behaviors that derail this value:

- Sharing information irresponsibly and/or breaking confidentiality and trust
- Not sharing expectations; setting others up to fail
- Not admitting mistakes; treating others disrespectfully when a mistake is made
- Not meeting commitments; not keeping our word
- Making excuses and/or not apologizing for mistakes, lack of humility
- Deflecting blame onto others
- Taking shortcuts that lead to negative outcomes
- Not taking the Town's best interests into effect when making a decision
- Not showing pride in hygiene or dressing for the job
- Speaking negatively of the Town, its employees and/or residents
- Ignoring or escalating conflict

EXCELLENCE

A relentless mindset to excel at what we do

Behaviors that embody this value:

- Striving for quality; dissatisfaction with poor performance
- Checking our work; delivering the best product possible
- Returning calls or emails promptly
- Going beyond to serve others—being globally responsive, internally and externally
- Looking for, applying, and sharing best industry practices
- Recognizing customer complaints as potential opportunities for a better outcome
- Following up and following through to resolution of a problem or situation
- Responding in a timely fashion – even if resolution has not been met communicating with customer to acknowledge your attention to their request until a resolution is achieved
- Positively communicating with all customers to build trusting relationships
- Knowing our job to the best of our ability; applying our full attention to the task at hand
- Attending training and other opportunities to learn new things
- Trying new ideas and encouraging staff to try new ideas
- Taking pride in working for the Town and demonstrating this through your actions and communication
- Listening fully; helping our customer feel involved and valued
- Practicing, improving, and growing verbal and non-verbal communication skills

Behaviors that derail this value:

- “It’s good enough,” or “not my job,” mindset
- Consistently delivering less than excellent work product
- Failing to devote time to a customer, being unavailable or inaccessible to others, including coworkers
- Failing to document transactions and/or interactions with detail and clarity
- Being judgmental; not demonstrating patience with customers or coworkers
- Shifting burden onto customers or coworkers to find an answer to their own questions
- Lacking in commitment and or knowledge of Town services
- Demonstrating impatient or standoffish body language during customer interactions
- Being short with or hanging up on angry or frustrated customers
- Allowing personal situations to interfere with your job performance

COMPASSION

Concern, kindness, consideration and care for those around us

Behaviors that embody this value:

- Sharing knowledge and resources for the overall benefit of the organization
- Active, attentive, empathetic listening
- Clearly communicating expectations and holding ourselves and others accountable
- Taking the time to help or explain—even if it's the same thing, again
- Participating; motivating; encouraging others
- Asking for, listening to, and accepting input
- Demonstrating open mindedness; embracing the diversity of others and honoring our differences
- Having a positive and participative team attitude
- Encouraging others (up, down, across), especially during stressful and/or periods of change
- Communicating and sharing successes; celebrating others' successes
- Being receptive of change through verbal and non-verbal communication and actions
- Honoring others' timelines and projects as we work together toward the Town's goals
- Looking for and offering solutions where warranted and wanted
- A demonstrated willingness to share resources across department lines

Behaviors that derail this value:

- Refusing to meet, closed door policy, and/or being consistently unavailable
- Pointing out problems without providing solutions or disregarding/discouraging others from pointing out problems
- Being unsupportive of the Town or coworkers
- Being non-responsive to peers and/or departments in a dilemma
- Not wanting to listen; disregarding input of others
- Discouraging communication
- Complaining about others; criticizing and disparaging others
- Setting people up to fail or allowing them to fail without offer to help
- Not wanting to share resources when needed

RESPECT

Showing esteem and appreciation for other persons or entities

Behaviors that embody this value:

- Abstaining from gossip
- Hearing, considering, and making suggestions
- Encouraging and rewarding successful collaborations
- Being fair and treating others with dignity
- Providing and accepting respectful and constructive feedback
- Recognizing others' accomplishments and positive behaviors (values)
- Providing resources to our staff for professional and personal development
- Putting ourselves in the shoes of others and appreciating individual worth
- Recognizing efforts and saying "thank you"
- Supporting and empowering each other; respecting personal and creative differences
- Researching and evaluating needs; listening to employees and organizing exploratory teams
- Planning and collaborating in goal setting
- Asking others, "What do *you* think?"
- Encouraging and rewarding positive change to processes and procedures
- Being flexible and open to accepting new thoughts and possibilities
- Valuing each other's input and contributions

Behaviors that derail this value:

- Showing favoritism with employees
- Doing things one way because that's the way it's always been done – unwilling or inflexible with change
- Bringing problems and not solutions; being negative and unsupportive
- Rejecting suggestions and/or disrespecting suggestions or ideas of others
- Not seeing the big picture or the organization as a whole
- People not working together or communicating well
- Resources are not shared or cumbersome for others to access
- Unwilling to share or give credit to all deserving
- Encouraging a culture of "Me first"
- Participating in gossip and/or the spread of rumors
- Socializing with other employees when customers are present
- Talking down to or arguing with a customer or coworker