

EMPLOYEE values

KNOWLEDGE

ALWAYS IMPROVING
HIGHLY SKILLED
RESOURCEFUL

RESPECT

LEAD BY EXAMPLE
FRIENDLY
RECOGNIZE VALUE IN OTHERS

INTEGRITY

ACCOUNTABLE
LOYAL
ETHICAL

CITY OF mesa

The City of Mesa employee values were developed through discussions held with employees at all levels of the organization representing all departments. These discussions resulted in uncovering the shared values that we bring to work with us every day and the characteristics that we strive to uphold. City of Mesa employees are proficient in the following areas:

Customer Service – We are an organization that delivers services making it critical that employees have the ability to meet and exceed customer needs. Every employee at the City of Mesa has a responsibility to take care of our internal and external customers.

Our Interactions With Each Other – The services we deliver are complex and require the ability to constructively work with a variety of people and balance multiple viewpoints.

How We Perform Our Work – The City of Mesa needs exceptional people with the ability to achieve positive outcomes.

These three areas served as the starting point for discussions about the values that we share as City of Mesa employees. Three shared values in each of the areas emerged after review of the input from employees.

Customer Service - Knowledge

Our Interactions With Each Other - Respect

How We Perform Our Work - Integrity

Further discussions on our shared values developed the meaning behind them and revealed the characteristics and actions that City of Mesa employees display when they are living out the shared values.

Knowledge

Always Improving
Highly Skilled
Resourceful

Respect

Lead by example
Friendly
Recognize value in others

Integrity

Accountable
Loyal
Ethical

Knowledge

Customer Service: We Value KNOWLEDGE

Whose job is it to give great customer service? Our ultimate goal is for every employee at The City of Mesa to understand that taking care of our customers (both internal and external) is the most important thing they can do. There is no excuse for not delivering consistent, excellent customer service. We will then have a service culture that will drive our business. We should be able to find and solve any problem before the customer complains. We should listen to customers' concerns and resolve any issues before they become problems.

Knowledge not only means the possession of information, expertise, and intelligence, but is also the transmission of that information to others in the organization. City of Mesa employees seek to increase their knowledge and generously share it with others. City of Mesa employees display knowledge when delivering services and interacting with both internal and external customers. We are able to respond to customer's needs intelligently and with tact. Having knowledge is displayed by City of Mesa employees through:

Always Improving

- Take advantage of **The Learning Center** and register for classes in leadership, personal & professional development i.e. time management, communications, customer service, etc.
- Take a workshop, seminar, college or university courses, Webinars, etc.
(tuition reimbursement is available!)
 - *“If you want to have more, you have to become more.” – Jim Rohn*
- Read widely. Books, newspapers, magazines and websites in your profession. You will get a variety of information and viewpoints, which can help you broaden your mind and learn more about different topics.
 - *“Employ your time in improving yourself by other men's writings, so that you shall gain easily what others have labored hard for.” - Socrates*
- Visit the library. It may seem like an outdated notion, but libraries are a tremendous source of knowledge. They are also a free resource, allowing you to access books, magazines, and newspapers.
 - *“Let the refining and improving of your own life keep you so busy that you have little time to criticize others.” - H. Jackson Brown, Jr.*
- Bring more value to work every day.
 - *“There is only one corner of the universe you can be certain of improving, and that's your own self.” - Aldous Huxley*

Highly Skilled

- Give a man a fish and you feed him for a day. Teach a man to fish and you feed him for a lifetime. It is more worthwhile to teach someone to do something, than to do something for them.
- Share best practices!
- Power is gained by sharing knowledge, not hoarding it.
 - *“If you have a talent, use it in every which way possible. Don't hoard it. Don't dole it out like a miser. Spend it lavishly, like a millionaire intent on going broke.” - Brenda Francis*
- Obtain and maintain licenses, certifications and accreditations.

Resourceful

- Life doesn't always hand us solutions to go with the problems and situations we encounter. If you're in a pinch, sometimes you have to use what you have, along with creativity and imagination, to get through it.
- Anticipate likely difficulties and deal with them before they become problems (proactive vs reactive).
- What separates those who achieve from those do not, is in direct proportion in their ability to ask for help.
- Information. Has somebody solved a similar problem before? How does the thing (or system or situation) work that you are trying to deal with?
- Being resourceful is an ultimate source of knowledge.
- Wisdom is the application of knowledge.

Knowledge is Power by Jordan Phoenix

Most people have heard the phrase “knowledge is power”, but don’t truly understand what it means, or how to utilize it to improve their lives. So here is a little breakdown:

Knowledge gives you more options. And options gives you power.

When you educate yourself, you learn new things that other people are unaware of. This gives you the ability to make better decisions, come up with more evolved and intelligent thoughts, improve the lives of yourself and those around you, and this makes you a more valuable person.

This, in turn, leads to more options. The more valuable of a person you are, the more people will want to be around you, the more they will want to work with you, the more they introduce you to others who need your help or can help you, and the more doors and opportunities open in your life. This high level of options in life gives you the freedom to choose from many different paths, and so you do not necessarily need anyone or anything to be happy or successful. And that freedom is power. That is why knowledge is so important.

If you read a book written by a genius in an area you are passionate about, you will absorb so many things that have the potential to dramatically improve your life. The best part about knowledge is it becomes part of who you are.

But no matter what happens in your life, knowledge is something that nobody can ever take away from you. Once you learn a new and revolutionary idea that transforms the way you view the world, it is yours forever. And the more you learn, the more insights you can build on top of the things you already know, until one day, you realize that the constant pursuit of knowledge is one of the pillars of your success and happiness.

“If a man empties his purse into his head no one can take it away from him. An investment in knowledge always pays the best interest.” -Benjamin Franklin

Respect

Our Interactions With Each Other: We Value RESPECT

Respect: It means valuing each other's points of views. It means being open to being wrong. It means accepting people as they are. It means not being rude to someone just because you're having a bad day. It means being polite and kind always, because being kind to people is not negotiable. It means not belittling people because they're different than you. It means not gossiping about people or spreading lies.

Lead by Example

We are leaders in the organization and we exhibit the qualities we want to see in our co-workers.

There's hardly anything worse for company morale than leaders who practice the *"Do as I say, not as I do"* philosophy. When this happens, you can almost see the loss of enthusiasm and goodwill among the staff. It's like watching the air go out of a balloon – and doubt and disappointment usually take its place.

As a leader, part of your job is to inspire the people around you to push themselves – and, in turn, the company – to greatness. To do this, you must show them the way by doing it yourself. Either you choose to lead by example or you don't lead at all.

- *"The greatest motivational and leadership principle in the world is this: People do what people see." – John C. Maxwell*

Friendly

- We are cordial and have a positive attitude creating a constructive work environment.
 - *"Be friendly to everyone. Those who deserve it the least need it the most."*
- Bo Bennett
- Effective work relationships form the cornerstone for success and satisfaction with your job and your career. How important are effective work relationships? They form the basis for promotion, pay increases, goal accomplishment, and job satisfaction.
- BE NICE!

The Paradoxical Commandments by Dr. Kent M. Keith

People are illogical, unreasonable, and self-centered. Love them anyway.

If you do good, people will accuse you of selfish ulterior motives. Do good anyway.

If you are successful, you win false friends and true enemies. Succeed anyway.

The good you do today will be forgotten tomorrow. Do good anyway.

Honesty and frankness make you vulnerable. Be honest and frank anyway.

The biggest men and women with the biggest ideas can be shot down by the smallest men and women with the smallest minds. Think big anyway.

People favor underdogs but follow only top dogs. Fight for a few underdogs anyway.

What you spend years building may be destroyed overnight. Build anyway.

People really need help but may attack you if you do help them. Help people anyway.

Give the world the best you have and you'll get kicked in the teeth. Give the world the best you have anyway.

Recognize Value in Others

We realize that we have differences but see value in diverse opinions and viewpoints.

Simple Ways to Recognize the Value in Other People

- Observe. You learn a lot about what people are saying without words just by taking time to notice.
- Listen to what they say. Listening involves looking people in the eyes, asking questions to clarify, and concentrating on what they are saying.
- Smile at people. Smile when you talk to them. Smile when you walk by them.
- Don't talk AT people, talk WITH them!
- Express gratitude.
- Trust. All healthy relationships are based on trust.
- BE NICE!



Integrity

How We Perform Our Work: We Value INTEGRITY

"The cornerstone of leadership is defined by integrity. Integrity is not a 90% thing, it's not a 95% thing – you either have it or you don't." - Peter Scotese

Accountable

During WWII there was an unacceptable failure rate among the parachutes supplied to the airborne troops. When asked to improve their reliability, the manufacturers protested that it was simply not possible. The government mandated that a certain percentage of the parachutes would be randomly tested - by the parachute packers themselves. After that, the failure rate was zero...

Accountability: A personal choice to rise above one's circumstances and demonstrate the ownership necessary for achieving results: **to See It, Own It, Solve It, and Do It.**

When something goes wrong, who is accountable? Many people describe accountability as something that happens to them when things go wrong. We are all familiar with the blame game and punishment. In fact, accountability should be something that you do to yourself to ensure results and success.

- Accountability is a choice; you have to decide whether or not you want to be accountable.
- Accountability starts once the thought enters the mind.
- Everyone benefits when we create greater accountability.
- When it comes to getting things done: If you don't get accountability right, you probably won't get anything else right.

See It, Own It, Solve It, and Do It.

Above the Line – Steps to Accountability

Below the Line – The Blame Game and Excuses

*Wait and See, Confusion/Tell me what to do, It's not my job,
Ignore/Deny, Finger Pointing, Cover your Tail*

The Most Important Person To Hold Accountable

The most important person to hold accountable is yourself! That's the power of personal accountability. That's what happens, every time, when people are faced with difficult circumstances or tough obstacles and they make the choice to operate Above The Line. When we hold ourselves accountable, it is empowering. When somebody does accountability to us the wrong way, it feels threatening. Making the choice to operate Above The Line and be accountable has an enabling affect on everyone around you. Nothing can take the place of your good example when it comes to operating Above The Line.

The beginning of accountability is to ask yourself: What else can I do? What else can I do to achieve results?

“Accountability correctly understood and effectively applied produces results. And with those results comes a level of personal satisfaction that can be achieved in no other way.”

-Roger Connors

Accepting Responsibility

1. Understand that responsibility is earned.

It's not something you're entitled to. If someone is hesitant to give you additional responsibility, it's probably because you've been nonchalant with the responsibilities you already have. You might think, "But the responsibilities I have now are so petty/boring/stupid/etc., and if I'm given more of a challenge, I will take it more seriously," but that's a characteristic of irresponsible people; they do things as long as they're challenging, fun, and new, and when that fades, they lose interest.

- Whether you're at work, school, or a member on a sports team, you have to prove that you can handle the smaller stuff before you're given more responsibility.

2. Stop making excuses.

In any situation, there are always some factors we can't control. Irresponsible people tend to shift the blame onto those factors, and vocalize them as excuses. Anytime you make an excuse, it's like saying "I am not responsible for this because..." and what you're really saying is "I am not responsible." Pay attention to how you think and talk: do you find yourself making excuses? Excuses come in many shapes and sizes, but the most common is "I would/would've, but..."

- The next time you catch yourself in the middle of an excuse, change your words. Instead, admit why you really didn't get that thing done. Were you too lazy, too tired, or just feeling like doing something more fun? It's okay to admit it. In fact, it's best to admit your real reasons for not doing something before you move on.

Loyal

- Trust is earned, respect is given, and loyalty is demonstrated. Betrayal of any one of those is to lose all three.
- We act in the best interest of the City of Mesa and its citizens.

Ethical

- If it is not right, do not do it. If it is not true, do not say it.
- Choose now to live a life of integrity!
- There is no compromise on ethics.
- We perform our job on a daily basis in a manner that is fair, just, and unbiased.
 - *“What you do speaks so loudly that I cannot hear what you say.”*
— *Ralph Waldo Emerson*



“You must be the change you wish to see in the world.” - Mohandas Gandhi