

Team Expectations – City of Pilot Point

Developed through my on-going journey – always a work in progress. Special thanks to Craig Malin

We Do.....

Believe public service is a calling, it is not for everyone – expectations for performance are high and should be.

Respect the City Council's policy making role.

Support employee development.

Make decisions for the long term.

We Don't....

Have any tricks up our sleeves – there is no magic formula beyond hard work.

Tolerate dishonesty in the organization – we hold people's lives in our hands, and there is no place for dishonesty or spin.

Pursue personal agendas that supersede City goals.

Win battles to lose wars (or someone else's battle without a worthy reason).

Embarrass anyone publicly – ever – staff, Council or citizens.

Ask anyone to work harder than we do.

We Expect....

Open sharing of information among team members, to be kept informed of problems and community issues.

To take calculated risks, make mistakes and learn from them, not dwell on them.

A citizen-service focus – as a higher order commitment than “customer” service.

Responsiveness.

To have people unhappy with us from time to time – our shared responsibility is the overall mission, not limited or personal agendas.

We'll balance this job hazard with being personable – people who declare themselves an “enemy” will be treated with unsparing goodwill – we will not create enemies through our own animosity.

A principled commitment to diversity from each other and our employees.

Department heads to be professional and community leaders who will develop future leaders.

We will...

Foster a positive collegial work environment.

Actively listen and be present in all discussions.

Hold ourselves and our employees accountable.

Commit that the public trust means everything – we do not make and sell widgets – our product is service and our profit is community goodwill.

Be pragmatically optimistic.

Be calm in crises.

Be adaptive – not fixating on how something cannot be possible but how it can be possible.

Management Philosophy....

Results oriented – process and participation are important for results. So participate.

We will strive to do all things well – “good enough is the enemy of excellence.

Servant leaders – closely aligned with Autry and Lencioni.

Premised on trust, communication, innovation, accountability, commitment and results.

Open, agile and purposeful.

We will Stress....

Balance

Tradition / New perspectives

Detail / Big picture

Work / The rest of our lives

Community building and modernizing the organization as organizing themes – social capital approaches and best practices will be predominant (maybe there is a magic formula?).

Attracting and retaining extraordinary employees reflective of the community.

Technical skills are readily available in the market – seek judgement, initiative, loyalty, energy, integrity, passion, and a balanced ego.

Creating a great workplace. Retain staff by providing a rewarding work experience.

Empowering citizens and employees – we waste these resources when we do not tap into their knowledge and passion.

Fun – take our work seriously, not ourselves.

Through teamwork and trust we can leave it better than we found it...people places and things.