Your Performance
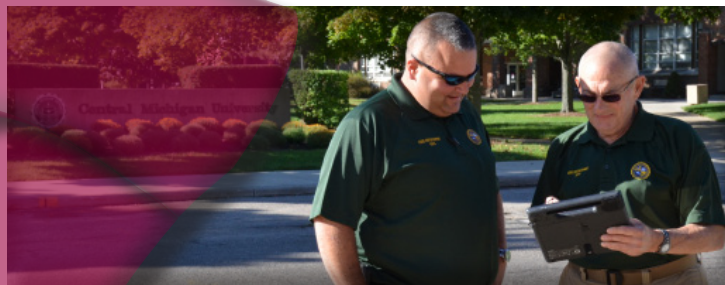
City *of* Mount Pleasant

Teaming up for excellence

Everyday we work with the goal of providing the best customer service to our coworkers, citizens and a variety of customers. This is not possible without having the right set of tools to execute through our performance. As an organization, we will support employee growth and are committed to providing the tools necessary to move the organization forward. The following are examples of processes, techniques and interactions which may be utilized by the organization and employees in our pursuit of success:

- Conduct stay interviews
- Use Project Management tools
- Create project teams with a clear mission or task and support their work
- Utilize an online suggestion or brainstorming forum
- Complete customer surveys and analyze the feedback
- Establish a sincere "Thank you" reward or celebration avenue
- Trade jobs for a day or job shadow in an area where you have little knowledge
- Use technology in appropriate ways to make information widely available and effective
- Schedule and utilize cross-department discussions
- Encourage attendance at relevant training and ask for a report about what the person learned or how it applies to the improvement of the individual or the team
- Hold regular departmental discussions regarding:
  - Day to day operations
  - Planning goals
  - How are we doing?

To positively support our goals and achievements, we believe that employees and leaders should hold each other accountable to certain behaviors and utilize the appropriate tools in their performance.

Our Culture

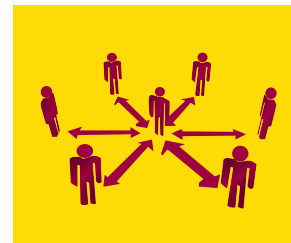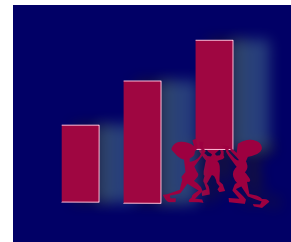### Values
We are an organization with a solid foundation of talents, skills and knowledge, built by employees who value teamwork, effective communication, creativity, and employee growth and development.

Expectations
Employees of the City use the appropriate tools to support their personal and leadership responsibilities, while producing a high quality product for our citizens and customers.

Performance
As an organization, we will support employee growth and commit to providing the tools necessary to move the organization forward through our performance, techniques and interactions in our pursuit of success.

About Us

The City of Mt. Pleasant organization exists to provide services that our residents, businesses and visitors cannot generally create on their own. We accomplish this with a solid foundation of skills, talents and knowledge, and are built by employees who value and believe in *teamwork, effective communication, creativity, and employeee growth and development,* which results in providing a positive product and outcome for our community.

"We are an interdependent group of employees and departments that cannot exist without each other. We are each a piece of a very elaborate and complex puzzle that must fit together to provide the variety of services expected of us," said City Manager Nancy Ridley.

This document is intended to be a reminder of the expectations, traits and characteristics needed for us to be a forward-thinking and responsive organization for the City of Mt. Pleasant residents, businesses and visitors.

Stay Connected...
City of Mt. Pleasant
320 W. Broadway
Mt. Pleasant, MI 48858
Phone: (989) 779 - 5300
www.mt-pleasant.org

@MtpleasantMI

www.facebook.com/ mtpleasantMI

@mtpleasantmichigan

"We are each a piece of a very elaborate puzzle that must fit together to provide the variety of services expected of us."
City Manager Nancy Ridley

Our Values

Teamwork

As a team, we value each other's talents and experiences, and recognize the value of a well-rounded team. Together, we should share in everyone's successes and struggles, and learn from all positive and negative experiences.

As a successful organization, we:

- Make every effort to assist others and improve our process
- Consider what is best for the City as a whole
- Strive to assist each other and bridge departmental boundaries
- Have obligations to continuously assess and improve the services provided
- Schedule debriefing meetings to evaluate what went well and what could be improved

Communication

Effective communication is the glue that helps us deepen our connections with each other and improve teamwork, decision-making and problem-solving. To recognize the best type of communication to use in every situation, we must:

- Communicate in a timely manner with all stakeholders
- Ask each other, "How are we doing?"
- Provide information from many sources and in different formats
- Be a good listener and capture the focus of the information
- Hold regular team meetings and keep everyone informed
- Evaluate information, presentations and communications, and make sure our message is clear, easy to follow and answers the questions
- Schedule debriefing meetings to evaluate what went well and what could be improved

Creativity

Creative encouragement helps lead our organization to positive outcomes and enables us to provide a good product for our community. We encourage staff to:

- Ask "what do we want?" in our community
- Think outside the box when solving problems together
- Maintain an environment that invites creativity. Take time to work outside the traditional conference room approach: use the parks, coffee shops, field trips to City buildings, etc.
- Value brainstorming prior to goal setting - are we thinking too small?
- Be forward-thinking beyond the status quo
- Review what other communities are doing or have done successfully or unsuccessfully
- Recognize our strengths as a community
- Be open to new ideas
- Change and adapt for the needs of the situation
- Help build a culture where a "no" has the possibility of turning into a "yes"

When we use these behaviors, traits and approaches, we will see positive results, such as:

- Partnering and collaborating for success
- Working interdepartmentally with teams to find the best solutions
- Knowing our respective fiscal responsibility
- Proactively solving problems with stakeholders
- Creating positive interactions with the public
- Sharing staff knowledge to better assist customers

Growth & Development

We are committed to our employees' growth and development through a comprehensive hiring process to get the right fit and skills for the position, the team and organization.
We are devoted to:

- Creating a positive and supportive work atmosphere, where healthy opportunities are available
- Mentoring and the value it brings the organization
- Sharing institutional knowledge for the betterment of the organization
- Continuously looking for ways to grow and improve
- Cultivating positive relationships with community businesses and educational institutions
- Developing our staff and expanding our knowledge through projects, cross-departmental teams and new challenges

Employee Expectations

City employees are expected to use their expertise and proficiency to support personal and leadership responsibilities, while producing a high quality product for citizens and customers. Here are some employee techniques and behavior expectations that should be utilized to positively support our goals and achievements:

- Mentor staff
- Follow policy and procedures
- Be willing to work outside job description
- Remember, YOU ARE "The City"
- Accept personal responsibility for actions and decisions
- Display positive "Can-Do" attitudes
- Look for reasons why we can attempt something new or different
- Display and honor commitment to the organization, coworkers and citizens
- Respectfully question a co-worker if the decision did not include the correct people or something could have been handled better
- Share information and knowledge
- Confront problems quickly and respectfully
- Value others' contributions and express your appreciation
- Respect, understand and appreciate differences in coworkers
- Display honesty and truthfulness
- Avoid using words that place blame on others
- Understand what other departments do and their roles in the organization
- Value workplace relationships
- Carry your weight and meet team deadlines
- Assess how you convey your messages and the listener's understanding
- Strive for perfection
- Take pride in your job
- Do the research; know your facts and educate others

Don't Forget to BE

- Proactive
- Part of the solution
- Caring and compassionate to others
- Courteous
- Aware of the service level and customer needs
- Informed
- Accessible and responsive to others
- Efficient
- A role model for others
- Receptive to constructive feedback
- Open to new ideas and show flexibility
- Willing to accept setbacks when trying something new

LEADERship

Often times, we will have to take leadership roles within our positions; whether it be the leader of a function, work team, project or committee. The following are behaviors that support leadership roles:

- Mentor staff
- Vision - what do we want to become?
- Set the pace
- Motivate and inspire
- Provide feedback to encourage growth
- Recognize staff strengths and weakness
- Recognize challenges in the organization
- Realize the value that everyone plays in the organization
- Job shadow other positions
- Be willing to take on all responsibilities within the organization, down to sharpening pencils if needed.
- Have the difficult conversations
- Set clear goals
- Establish ground rules
- Be articulate in concepts
- Encourage risk-taking
- Run effective meetings
- Recognize achievements
- Support staff
- Lead by example
- Measure outputs
- Use problem solving model
- Create and update a "Lessons Learned" file
- Understand differences are a strength
- Give appropriate opportunity for input, consideration, decision-making and explaining direction