

## Policy #02: TEAM PHILOSOPHY

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Replaces and Cancels: Team Philosophy, September 2019

References: None

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This Team Philosophy is created by and for the employees at the City of Ridgefield. It is the foundation of the organizational culture, identifies our values and defines the behaviors that we expect from ourselves and each other. As City employees we agree to adhere to the following:

For the Ridgefield community:

We work diligently to provide quality service and make a better community,

With accountability, reliability and integrity.

We are innovative, efficient, proactive, and adaptive

In a work environment that is safe, inclusive and full of opportunity.

As a cohesive Team we:

- communicate and collaborate,
- support each other, and
- create and maintain trust.

As individuals we provide:

- compassion, respect and kindness,
- leadership, and
- professionalism.

And we know how to have fun.

## DEFINITIONS

**For the City/Community:** We are public servants. We focus on the growth and well-being of the Ridgefield community and put the needs of the community first. We conduct ourselves so as to maintain public confidence in the City of Ridgefield and the integrity of local government.

**Work Diligently:** We show care and conscientiousness in our job duties. We do our best, are thorough, work smart, have the ability to see the big picture and a can do attitude.

**Quality:** We trust and empower each other to do great things for the public good. We provide excellent public service while seeking ways to improve ourselves and the City. Together we will leave our community better than we found it.

**Accountability:** We strive to meet or exceed expectations. We accept responsibility for our behavior and have courage to admit our mistakes. We use feedback to improve performance, and we accept our contributions to problems and take responsibility to find solutions.

**Reliability:** We honor our commitments and obligations. We keep our word, and if circumstances prevent us from doing so, we don't pass the buck or make up excuses.

**Integrity:** We are honest, keep our promises; and adhere to strong moral and ethical principles. We do the right thing, even when it is painful or difficult.

**Innovative:** We are bold and brave. We look for new and creative ways to improve productivity, provide better service and meet the changing needs of the community. We approach situations and challenges with an open mind and are imaginative in developing solutions.

**Efficient:** We are productive, make good use of time and work in a well-organized and competent way.

**Proactive:** We plan ahead to be prepared for change. We never want to become complacent and accept the status quo just because that's the way things have always been done. We are not afraid to take informed, responsible risk; to make mistakes; and to learn from them.

**Adaptable:** We are flexible; we anticipate new developments and have a plan of action ready. We quickly respond to new, different or changing circumstances. We are creative in problem-solving through research, analysis and shared brainstorming. We are ready to navigate and overcome unanticipated obstacles as employees, as a team and as a city.

**Safe:** We take necessary actions to provide a safe and healthy workplace for ourselves and others. No task is so important that an employee must violate a safety rule or take a risk of injury or illness in order to get the job done.

**Inclusive:** Differences are welcomed, and all perspectives are respectfully heard. We work to assure that every individual feels a sense of belonging; feels comfortable expressing and being themselves, and has an opportunity to share concerns, and to contribute ideas and information.

**Full of Opportunity:** Managers and supervisors teach, coach and encourage employees to stretch their abilities and solve problems at their level; and provide career development opportunities when possible.

**Cohesive Team:** We are one City, people working together for a common purpose. Though we may work in different departments and different buildings, we cooperate as if we have no separations or barriers. We expect active, engaged participation; open and candid communication; attentive listening; curious inquiry; concern and caring for the needs of others; and unconditionally supporting the efforts of others.

**Communicate:** We share information freely, are open to new ideas, and listen with intent of genuine understanding.

**Collaborate:** We all work together to create a more positive workplace and quality service. We appreciate multiple perspectives and diverse expertise. Together we create solutions and outcomes that are more creative, workable, and rewarding than any solution we could have come up with on our own.

**Support Each Other:** We help coworkers succeed by answering questions, offering assistance, providing helpful advice, and acknowledging accomplishments. We inspire positivity by maintaining a friendly and encouraging attitude.

**Trust:** We strive for positive workplace relationships built on trust and mutual understanding. We are responsible for our own trustworthiness. We recognize the good in others and assume positive intent in what others do and say.

**Compassion, respect and kindness:** We are aware of our own words and actions and how they affect teammates and have empathy for each other. We value the time and workloads of others, practice common courtesy and politeness, and solve disagreements professionally and peacefully. We treat every person with appreciation and dignity regardless of status.

**Leadership:** Leadership is a responsibility shared by all. We strive to perform at a high level with little oversight. We are open to change and new ideas; work with a positive attitude, engage others to achieve goals, embrace challenge and solve problems, and sustain collaborative relationships.

**Professionalism:** We maintain professionalism in appearance, behavior and a strong work ethic. We deliver excellent customer service and are courteous, considerate and helpful to coworkers and customers.

**Fun:** We work hard but dislike boredom, fatigue, and tension. So, we look for opportunities to connect, bond, celebrate success and create a lively, playful and positive work environment.