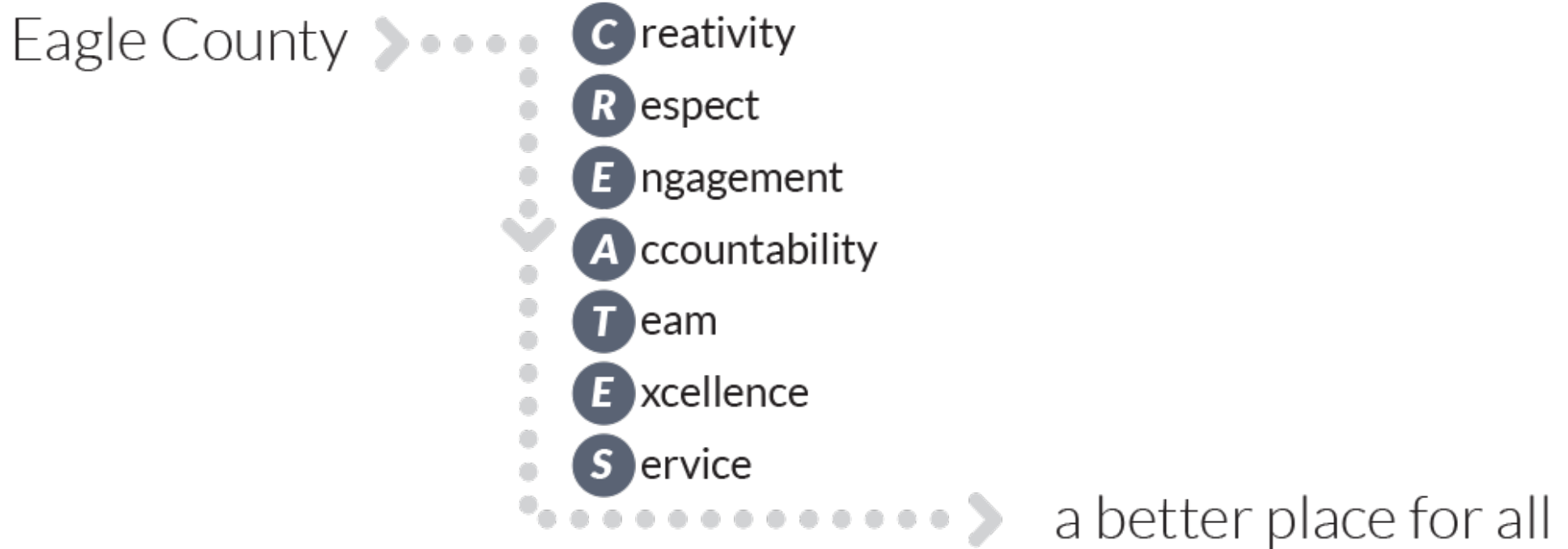




# EAGLE COUNTY STRATEGIC PLAN

## Appendix B – Core Values

# Eagle County Core Values



# Eagle County Core Values

## VALUE 1

### CREATIVITY

1. Anticipating challenges and opportunities
2. Taking reasonable and calculated risks
3. Thinking creatively and taking innovative action
4. Accepting and learning from mistakes and setbacks
5. Looking for ways to improve the organization, the operational processes and work activities
6. Taking the initiative to reduce costs of service delivery
7. Anticipating challenges and opportunities

## VALUE 2

### RESPECT

1. Acting in an honest and ethical manner
2. Delivering on commitments and promises
3. Demonstrating integrity
4. Being an attentive and active listener when communicating with others
5. Presenting a positive image for Eagle County
6. Being prepared
7. Valuing others' time, contributions and expertise
8. Acting in a professional manner, consistent with professional standards
9. Treating others the way they would like to be treated

# Eagle County Core Values

## VALUE 3

### ENGAGEMENT

1. Participating in community events and meetings
2. Maintaining a visible presence in the greater community
3. Assuring services are culturally and socially appropriate
4. Valuing the voice of employees, community residents and organizations, and seeking their input whenever possible
5. Engaging employees and residents in defining and evaluating services and programs
6. Working with partners to deliver services
7. Driving employee engagement by seeking to understand what motivates them

## VALUE 4

### ACCOUNTABILITY

1. Defining areas of job responsibility with clearly defined expectations and standards
2. Taking ownership in service or products that you are providing
3. Regularly assessing systems to improve efficiency and effectiveness
4. Taking responsibility for decisions and actions
5. Holding self and others accountable for performance
6. Evaluating outcomes
7. Providing timely progress or status reports
8. Monitoring the performance of your employees
9. Making timely decisions within your areas of responsibility
10. Clearly delegating to others with defined expectations and standards
11. Providing thorough, accurate and complete work products and reports
12. Thinking about financial impacts
13. Operating in a publicly transparent manner

# Eagle County Core Values

## VALUE 5

### TEAM

1. Knowing your role and responsibilities
2. Communicating in an open, honest and direct manner
3. Helping others to be successful and achieve their goals
4. Sharing resources for team success
5. Working together as a County Team – thinking beyond individual departments and work units
6. Appropriately involving others in decision-making
7. Actively participating on teams
8. Having fun

## VALUE 6

### EXCELLENCE

1. Going the extra mile to produce the best possible service or product
2. Defining performance standards, measures, and outcome-based benchmarks
3. Linking daily performance to Eagle County's vision, mission, goals, plans and core values
4. Evaluating performance and results
5. Maximizing the resources available
6. Achieving goals and producing quality results in a timely manner
7. Using data in making decisions and evaluating outcomes
8. Expanding skills and knowledge
9. Being flexible, adaptable and resilient
10. Knowing and applying best practices

# Eagle County Core Values

## VALUE 7

### SERVICE

1. Knowing the customer and evaluating his/her needs and desires
2. Listening to and understanding the customer's concerns, expectations and issues
3. Engaging community in planning and evaluating services
4. Actively seeking and using feedback from customers
5. Treating customers in a courteous and consistent manner; be nice
6. Providing a direct, timely response to customer inquiries
7. Striving to exceed customers' expectations
8. Demonstrating compassion for customers
9. Having a passion for public service