

Clerk of Courts Value: INTEGRITY

We show honesty, openness, and demonstrate mutual respect and trust in others by:	Indicators of Ineffective Behavior (Needs Improvement)	Indicators of Successful Behavior	Indicators of Exceptional Behavior
Place energy into problem solving not blame placing	Blames others "I didn't do it" "She" messed up again	Takes accountability for finding a solution Does not engage in conversation that diminished others. Sees an issue and works toward a solution	Actively participates in self-assessment and development efforts. Identifies, corrects, and accepts accountability.
Works with others as a willing and good colleague	Ignores-shows negative attitude towards other's thoughts and ideas. "We've tried this before and it doesn't work" Fails to directly communicate with person involved-brings issue to others instead.	Gives respect, encouragement and support to co-workers. Shows respect and support while working with others. Reflects respect through actions, words, and appearance.	Seeks opportunities to support and encourage success of co-workers. Unwilling to blame another division and willing to help in other divisions to contribute to co-workers' goals.

Clerk of Courts Value: SERVICE

We responsibly deliver on our commitments to all of our internal and external customers by:	Indicators of Ineffective Behavior (Needs Improvement)	Indicators of Successful Behavior	Indicators of Exceptional Behavior
Serve all customers with sincerity, empathy, and respect for human dignity	Speaks in sharp tone, interrupts, degrades customers i.e. "have a nice day" and hangs up while customer is still talking. Does not return phone calls or emails.	Treats all customers with respect by listening to their concerns and responding in calm, non-defensive manner. Respond appropriately and timely to emails and return phone calls.	Takes ownership of a customer issue and doesn't pass it on to someone else to handle and find the answer.
Openly seeks, receives and uses customer feedback to serve better	Doesn't care what difficult customers complain about or to whom they complain Unwilling to listen or help	Willing to calmly explain something for the 100 th time if necessary Make supervisor aware of any suggestions or ideas that could improve customer satisfaction	Creates and promotes improvements to better serve the customer
Service to co-workers	Not informing staff you are leaving and who is covering Not accurately accounting for an 8 hr work day	Informs staff of when you are leaving and coverage Accurately punches in and out on the IntelliTime System	Continually reliable to be to work on time Adheres to and promotes county policies re: lunch punches and breaks

Clerk of Courts Value: SHARED PURPOSE

We function as a team to attain our organizational goals and work collaboratively with our policy makers, departments, employees, and customers by:	Indicators of Ineffective Behavior (Needs Improvement)	Indicators of Successful Behavior	Indicators of Exceptional Behavior
Initiate efforts to make things better and participate in organizational and department change efforts	Resists change, does not follow new procedures	Shares ideas, asks questions and takes initiative to implement changes	Seeks ways to help implement change and make it a success. Identify opportunities for change
Work collaboratively with all county departments, municipalities and state agencies we interact with	Does not interact/work with other departments-blames other departments. Does not interact/work with other agencies or supply information necessary to work with others	Communicates and works with County Departments, municipalities or state agencies	Takes the time to help other departments. Develop procedures that will benefit all departments

Clerk of Courts Value: Diversity

Actively welcoming and valuing people with different perspectives and experiences	Indicators of Ineffective Behavior (Needs Improvement)	Indicators of Successful Behavior	Indicators of Exceptional Behavior
Providing public services to people with different cultures	Blaming others because of their lack of understanding	Gives basic information and seeks to find an answer to the issue	Actively seeks new information or answers to questions people can understand. Gets an interpreter to help understand/explain the issue
Valuing people with different perspectives	"You don't understand-that's not right" Demeaning people that do not understand	Let them know that you are open to their perspective but yet explain calmly/quietly why we do the things we do	Take the time to let them know that you will do what you can to help them understand and then help them understand the issue. Be patient and listen