

**Emergency Management Department Value: INTEGRITY**

<b>We show honesty, openness, and demonstrate mutual respect and trust in others by:</b>	<b>Indicators of Ineffective Behavior (Needs Improvement)</b>	<b>Indicators of Successful Behavior</b>	<b>Indicators of Exceptional Behavior</b>
Interact with customers and co-workers in a respectful manner	Fails to directly communicate with individual involved; brings issue to others instead of individual(s) involved  Not doing the right thing.	Provides information and feedback in a manner that is correct and respectful	Holds others accountable to behave respectfully  Leads by example

**Emergency Management Department Value: SERVICE**

<b>We responsibly deliver on our commitments to all of our internal and external customers by:</b>	<b>Indicators of Ineffective Behavior (Needs Improvement)</b>	<b>Indicators of Successful Behavior</b>	<b>Indicators of Exceptional Behavior</b>
Partnering with our customers to meet their needs.	Not returning calls or emails in a timely manner. Makes assumptions and decisions on incomplete information. Withholding information or not keeping customer apprised of work progress.	Responding to inquiries in a timely manner.  Listen and clarify the needs of customers and provide professional expertise by offering options, answers, and resources.	Responding to inquiries within 24 hours. Be proactive in identifying customers' needs and respond appropriately before the situation requires action.

**Emergency Management Department Value: SHARED PURPOSE**

<b>We function as a team to attain our organizational goals and work collaboratively with our policy makers, departments, employees, and customers by:</b>	<b>Indicators of Ineffective Behavior (Needs Improvement)</b>	<b>Indicators of Successful Behavior</b>	<b>Indicators of Exceptional Behavior</b>
Work focuses on County strategic goals	Work is focused on personal/political interests rather than county success	Decisions are grounded in strategic goals and guiding principles on employee relations	Help customers focus on overall county goals/guiding principles

**Emergency Management Department Value: Quality**

<b>Providing public services that are reflective of best practices in the field</b>	<b>Indicators of Ineffective Behavior (Needs Improvement)</b>	<b>Indicators of Successful Behavior</b>	<b>Indicators of Exceptional Behavior</b>
Leading the right way and striving to learn more about the emergency management field.	Does not seek learning experiences that enhance job performance	Actively participates in job-related learning opportunities, shares with others what was learned, and incorporates into daily work	Seeks learning opportunities beyond job duties which relate to county overall strategic goals

**Emergency Management Department Value: Diversity**

<b>Actively welcoming and valuing people with different perspectives and experiences</b>	<b>Indicators of Ineffective Behavior (Needs Improvement)</b>	<b>Indicators of Successful Behavior</b>	<b>Indicators of Exceptional Behavior</b>
Be aware of and responsive to diverse needs of customers	Not paying attention to the individualized needs of others.	Customizes practices to the diverse needs of customers	Recognizes gaps and unique customer needs and proactively seeks solutions

**Emergency Management Department Value: Stewardship of Resources**

<b>Conserving the human, natural, cultural, and financial resources for current and future generations</b>	<b>Indicators of Ineffective Behavior (Needs Improvement)</b>	<b>Indicators of Successful Behavior</b>	<b>Indicators of Exceptional Behavior</b>
Comply with federal, state, and county policies and practices to protect county assets	Not complying with laws/policies	Policies, procedures, and practices in place to comply with applicable regulations	Seeks information to learn more about regulations/practices Initiating new policies/practices to reduce risk exposures