

## Medical Examiner Department 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 Highly Successful Behavior	Indicators of Exceptional Behavior
Honest, respectful communication	<ul style="list-style-type: none"> <li>- Catalyst of misinformation</li> <li>- Talking about office issues or problems/cases in public areas</li> <li>- Distracted while listening</li> <li>- Not respectful of others time or job duties</li> <li>- Undermining others</li> </ul>	<ul style="list-style-type: none"> <li>- Maintaining confidentiality</li> <li>- Conscious of location of conversation being private</li> <li>- Listening to understand what others are saying</li> <li>- Speaking respectfully without judgment</li> <li>- Speaking directly to the person when issues arise</li> </ul>	<ul style="list-style-type: none"> <li>- Takes extra steps to maintain confidentiality</li> <li>- Direct conversation to proper time and place</li> <li>- Active listening; obtaining clarification as needed</li> <li>- Follow through when issues arise</li> </ul>	<ul style="list-style-type: none"> <li>- Supports others to maintain confidentiality</li> <li>- Requests optimal time to talk</li> <li>- Able to follow through and apply what has been communicated</li> <li>- Encouraging others to speak respectfully</li> <li>- Consistent communication</li> </ul>
Does not look for blame, look for solutions	<ul style="list-style-type: none"> <li>- Does not take ownership of problem or issue</li> <li>- Fails to engage in solution</li> <li>- Focuses on past, not future</li> <li>- Placing blame for problem</li> <li>- Unwillingness to change or accept feedback</li> </ul>	<ul style="list-style-type: none"> <li>- Takes ownership of problems and feedback</li> <li>- Identifies issues in a positive light</li> <li>- Embraces change; is willing to work towards change</li> <li>- Speaks positively of new reality</li> </ul>	<ul style="list-style-type: none"> <li>- Seeks feedback before problems arise; accepts and applies feedback</li> <li>- Views problems, failures and feedback as a way of improvement</li> <li>- Excited for change, willing to take steps to facilitate</li> </ul>	<ul style="list-style-type: none"> <li>- Seeks and applies feedback on a regular basis, always striving for improvement</li> <li>- Actively participates to solve the problem by asking questions and researching information</li> <li>- Takes responsibility for change; participates in tasks to move change forward</li> <li>- Thinks and plans for the future; sees big picture</li> </ul>

- **SERVICE** is responsively delivering on our commitments to all of our internal and external customers.
- **INTEGRITY** is honesty, openness, and demonstrating mutual respect and trust in others.
- **QUALITY** is providing public services that are reflective of "best practices" in the field.
- **DIVERSITY** is actively welcoming and valuing people with different perspectives and experiences.
- **SHARED PURPOSE** is functioning as a team to attain our organizational goals and working collaboratively with our policy makers, departments, employees, and customers.
- **STEWARDSHIP OF OUR RESOURCES** is conserving the human, natural, cultural, and financial resources for current and future generations.

## Medical Examiner Department Value: SERVICE

We responsively 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 Highly Successful Behavior	Indicators of Exceptional Behavior
Providing quality service to our customers	<ul style="list-style-type: none"> <li>- Work is not accurate</li> <li>- Work is not completed in a timely matter</li> <li>- Customer's needs are not being met</li> <li>- Disrespectful to customers</li> <li>- Calls are not returned timely</li> </ul>	<ul style="list-style-type: none"> <li>- Works within established time frames</li> <li>- Consistently provides quality work or service</li> <li>- Respectful towards customers</li> <li>- Customer's needs are being met</li> <li>- Communicates with customers in a sensitive manner</li> </ul>	<ul style="list-style-type: none"> <li>- Helps others maintain standard of quality and successful behaviors</li> <li>- Customer's needs are always met, and at times exceeded</li> <li>- Skills to deliver sensitive information</li> </ul>	<ul style="list-style-type: none"> <li>- Comes up with solutions for efficiency; process improvement</li> <li>- Acts as a role model for department customer service</li> <li>- Customer's needs are usually exceeded</li> <li>- Ability to assist and train team members to deliver sensitive information</li> </ul>
Follows through with commitments	<ul style="list-style-type: none"> <li>- Does not follow through on commitments</li> <li>- Unable to prioritize tasks</li> <li>- Tunnel vision when viewing tasks</li> <li>- Needs to be reminded to complete tasks</li> </ul>	<ul style="list-style-type: none"> <li>- Follows through on commitments without prompting</li> <li>- Prioritize tasks</li> <li>- Completes tasks, realizing the bigger picture, but may not understand the details</li> <li>- Communicates with team members when unable to complete task</li> </ul>	<ul style="list-style-type: none"> <li>- Helps others follow through with commitments when they are unable to</li> <li>- Prioritize tasks and is able to delegate as appropriate</li> <li>- Understands the big picture, but may not always complete tasks based upon understanding</li> </ul>	<ul style="list-style-type: none"> <li>- Ability to ensure teammates are following through with commitments and assist as needed</li> <li>- Ability to prioritize tasks on a larger scale that may directly influences office procedures</li> <li>- Understands the bigger picture and completes tasks with that in mind</li> </ul>

## Medical Examiner 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 Highly Successful Behavior</b>	<b>Indicators of Exceptional Behavior</b>
Collaborative approach with outside agencies and departments	<ul style="list-style-type: none"> <li>- Does not maintain strong working relationships with outside agencies and departments</li> <li>- Does not see the purpose of a team approach</li> <li>- Does not effectively communicate with outside agencies or departments</li> </ul>	<ul style="list-style-type: none"> <li>- Maintains working relationships with outside agencies and departments</li> <li>- Works well in a team Approach</li> <li>- Communicates effectively with outside agencies or departments</li> </ul>	<ul style="list-style-type: none"> <li>- Has strong working relationships with outside agencies and departments</li> <li>- Encourages a team approach</li> <li>- Encourages effective communication with outside agencies and departments</li> </ul>	<ul style="list-style-type: none"> <li>- Consistently building and enhancing relationships with outside agencies and departments</li> <li>- Takes steps to create a team approach</li> <li>- Looks for ways to enhance communication with outside agencies and departments</li> </ul>
Willingness to be a team player	<ul style="list-style-type: none"> <li>- Holds grudge when others provide assistance</li> <li>- Credit seeking</li> <li>- Does not help others when needed or volunteer to assist before the need arises</li> <li>- Does not act as a team member</li> <li>- Does not accept the views of others</li> </ul>	<ul style="list-style-type: none"> <li>- Willing to accept help from others</li> <li>- Accept and share credit as appropriate</li> <li>- Willing to help others as needed; offer to assist before being asked</li> <li>- Acts as a member of the team</li> <li>- Looks for other's input</li> </ul>	<ul style="list-style-type: none"> <li>- Views assistance as teamwork</li> <li>- Acknowledges others involvement when accepting credit</li> <li>- Anticipates the needs of others before they arise</li> <li>- Incorporates others into the team</li> </ul>	<ul style="list-style-type: none"> <li>- Actively brings all team members together and strives to have everyone's involvement</li> <li>- Acknowledges others accomplishments or positive behaviors</li> <li>- Anticipates the needs of others before they arise and offer assistance or guidance</li> <li>- Actively seeks new learning opportunities and other opinions</li> </ul>

**Medical Examiner Department Value: QUALITY**

<b>We provide public services that are reflective of "best practices" in the field by:</b>	<b>Indicators of Ineffective Behavior (Needs Improvement)</b>	<b>Indicators of Successful Behavior</b>	<b>Indicators of Highly Successful Behavior</b>	<b>Indicators of Exceptional Behavior</b>
Applies best practice standards to current procedures and looks for improvement opportunities	<ul style="list-style-type: none"> <li>- Unwilling to adapt changes and incorporate them into practice</li> <li>- Prefers things to stay "how it has always been"</li> <li>- Does not seek improvements to current practices</li> <li>- Does not seek out educational opportunities</li> </ul>	<ul style="list-style-type: none"> <li>- Excited to incorporate best practices into daily operations</li> <li>- Embraces change</li> <li>- Looks for areas of improvement based upon best practices</li> <li>- Seeks educational opportunities</li> </ul>	<ul style="list-style-type: none"> <li>- Creates excitement in others for the change/best practices</li> <li>- Reviews some current practices, looking for areas of improvement based upon best practices</li> <li>- Applies education into daily practices</li> </ul>	<ul style="list-style-type: none"> <li>- Takes ownership of change and ensure the change will be successful</li> <li>- Always reviewing current practices, looking for areas of improvement</li> <li>- Seeks and researches best practices to be incorporated into daily practices and educates others on the practices</li> <li>- Brings back education to teach others</li> </ul>
Views constructive feedback and input as a positive facilitator for change	<ul style="list-style-type: none"> <li>- Ignores feedback and does not take it constructively; unwilling to change and evolve</li> <li>- Views feedback as a personal attack and becomes defensive</li> </ul>	<ul style="list-style-type: none"> <li>- Accepts feedback and makes appropriate changes</li> <li>- Views feedback constructively</li> </ul>	<ul style="list-style-type: none"> <li>- Accepts and appreciates constructive feedback, always striving to do better</li> <li>- Incorporates feedback into daily practices</li> </ul>	<ul style="list-style-type: none"> <li>- Provides constructive feedback to others in an attempt for their personal growth</li> <li>- Seeks constructive feedback on a regular basis, always striving for improvement</li> </ul>

## Medical Examiner Department Value: DIVERSITY

<b>We actively are welcoming and valuing people with different perspectives and experiences by:</b>	<b>Indicators of Ineffective Behavior (Needs Improvement)</b>	<b>Indicators of Successful Behavior</b>	<b>Indicators of Highly Successful Behavior</b>	<b>Indicators of Exceptional Behavior</b>
Adapts practice and communication on a case by case basis, understanding the needs of the families and clients vary	<ul style="list-style-type: none"> <li>- Does not take religious, cultural, or family preference into consideration while working with families</li> <li>- Is not sympathetic to the family needs</li> </ul>	<ul style="list-style-type: none"> <li>- Takes religious, cultural, and family preference into consideration while working with families</li> <li>- Sympathetic to the family needs and attempts to accommodate as much as possible</li> </ul>	<ul style="list-style-type: none"> <li>- Knowledgeable about the most common religious and cultural practices of our community, address the needs of our families before they arise</li> <li>- Takes additional steps to accommodate family needs, beyond what is expected</li> </ul>	<ul style="list-style-type: none"> <li>- Educates and helps others understand the needs of families and clients served</li> <li>- Goes above and beyond to meet the needs of the family; even atypical circumstances if it does not interfere with the quality of the investigation</li> </ul>
Respecting the privacy and dignity of the individuals we serve without passing judgement; confidentiality of case information	<ul style="list-style-type: none"> <li>- Judgmental towards life choices and/or lifestyle</li> <li>- Shares private information about the case or investigation with those not involved</li> <li>- Does not take into consideration the dignity of the people we serve</li> <li>- Make inappropriate comments</li> </ul>	<ul style="list-style-type: none"> <li>- Never passes judgement based upon life choices and/or lifestyle</li> <li>- Always is respectful</li> <li>- Does not share private information about the case or investigation</li> <li>- Always ensures dignity is maintained regardless of the circumstances</li> </ul>	<ul style="list-style-type: none"> <li>- Looks to learn about alternate life choices and life styles</li> <li>- Maintains confidential information about the case or investigation</li> <li>- Takes extra steps to maintain dignity</li> </ul>	<ul style="list-style-type: none"> <li>- Teaches others on alternative life choices and life styles</li> <li>- Ensures all involved in the investigation do not pass judgement based upon life choices and/or lifestyle</li> <li>- Ensures others are respectful</li> </ul>

## Medical Examiner Department Value: STEWARDSHIP OF OUR RESOURCES

<b>We conserve the human, natural, cultural, and financial resources for current and future generations by:</b>	<b>Indicators of Ineffective Behavior (Needs Improvement)</b>	<b>Indicators of Successful Behavior</b>	<b>Indicators of Highly Successful Behavior</b>	<b>Indicators of Exceptional Behavior</b>
Consistently make productive use of our worktime and prioritize tasks which are best for the department	<ul style="list-style-type: none"> <li>- Completes personal tasks at work instead of focusing on work related tasks during work hours</li> <li>- Completes tasks that are a low priority instead of focusing on what is most important for the department</li> <li>- Involved in departmental and organizational gossip during office hours</li> </ul>	<ul style="list-style-type: none"> <li>- Focuses on work related tasks while at work</li> <li>- Able to prioritize work related tasks to ensure the most important tasks are completed in a timely matter</li> <li>- Is not involved in departmental and organizational gossip</li> </ul>	<ul style="list-style-type: none"> <li>- Takes additional steps to ensure focus on work related tasks while at work</li> <li>- Assists other members of the department to correctly prioritizing tasks</li> <li>- Stops departmental and organizational gossip</li> </ul>	<ul style="list-style-type: none"> <li>- Ensures those in the department are focused on work related tasks</li> <li>- Ensures other members of the department are correctly prioritizing tasks</li> <li>- Confronts departmental and organizational gossip</li> </ul>
Maintain departmental equipment and vehicles	<ul style="list-style-type: none"> <li>- Does not maintain departmental equipment and vehicles</li> <li>- Equipment and vehicles are not always ready for use (ex: camera batteries dead, van needs fuel)</li> <li>- Does not restock equipment</li> <li>- Utilizes supplies inappropriately</li> </ul>	<ul style="list-style-type: none"> <li>- Ensures all departmental equipment and vehicles are well maintained</li> <li>- Equipment and vehicles are always ready for use (ex: camera batteries charged, van fueled)</li> <li>- Restocks equipment immediately after need arises</li> <li>- Utilizes supplies appropriately</li> </ul>	<ul style="list-style-type: none"> <li>- Takes additional steps to ensure equipment and vehicles are well maintained</li> <li>- Restock, clean, or prepare equipment or vehicle, despite being the person who last used</li> <li>- Looks additional supplies that may improve efficiencies</li> </ul>	<ul style="list-style-type: none"> <li>- Assists others in the office to maintain equipment and vehicles</li> <li>- Takes initiative to ensure all of our departmental supplies, equipment, and vehicles are stocked and ready for use</li> <li>- Research processes to ensure all needed supplies are available; vendors who carry supplies at the most reasonable cost</li> </ul>