

## WORKPLACE PRINCIPLES

The Bureau of Housing and Community Development endorses the following ten workplace principles and encourages staff to pursue these principles to the greatest extent possible:

PRINCIPLE	EXAMPLES OF HOW THE BEHAVIORS LOOK
1. <i>Communicate openly &amp; constructively.</i>	Suspend judgment of other's motives during dialogue. Give and take feedback. Allow for other sides of an issue. Verify that the message received is consistent with the message sent. Practice good listening skills.
2. <i>Get BHCD work done.</i>	Uphold the Bureau's mission. Plan our work. Make logical, defensible decisions that consider the needs of the people we serve and co-workers. Delegate and follow through. Get the work done in teams and partnerships where practical. Be a catalyst for enthusiasm. Demonstrate cooperation. Be willing to follow someone else's lead.
3. <i>Be individually responsible &amp; accountable.</i>	Be responsible for getting the work done and accountable for the results. Set and achieve individual work goals and deadlines. Be proficient in time management. Avoid placing blame. Be able to articulate reasons for your decisions/actions.
4. <i>Be creative &amp; innovative.</i>	Try new ways. Understand that mistakes are learning opportunities. Challenge yourself and others to seek out other points of view. Share ideas. Discuss options and opportunities. Break down barriers to improvement.
5. <i>Demonstrate integrity.</i>	Foster an environment that inspires trust, confidence and credibility in employees, the City and the public. Confront situations promptly & fully when integrity is compromised.
6. <i>Affirm the BHCD's commitment to diversity &amp; affirmative action.</i>	Act fairly and consistently. Promote working effectively together. Create and assure an atmosphere where diversity is a positive attribute. Maintain a hostility-free environment. Reduce barriers to access and advancement that are based on an individual's status.
7. <i>Extend the same basic respect for everyone.</i>	Be attentive. Concentrate on listening. Inspire openness and trust. Follow through with commitments. Return phone calls. Respect other's boundaries and be considerate of other's perspectives. Influence rather than dictate. Regard subordinates, co-workers & supervisory staff as people who have something to contribute to the workplace. Be courteous to all. Avoid gossip and hearsay.
8. <i>Set an example of professionalism for others to follow.</i>	Deal effectively with negative information. Be thoughtful and careful when using any and all forms of humor. Continually improve job knowledge and personal skills. Be on time and on task. Maintain composure in conflict resolution. Modeling is one of the most important strategies for staff development.
9. <i>Value the health &amp; safety of BHCD employees.</i>	Work to assure a safe and healthy workplace. Comply with applicable laws and standards. Be knowledgeable about wellness and employee assistance programs.
10. <i>Demonstrate respect for work provided by all sub-recipients and program beneficiaries</i>	Act fairly and consistently. Establish performance standards for all sub-recipients and offer support to exceed those benchmarks. Different levels of oversight may be warranted based on the internal operations of the sub-recipient, however excellence is the goal and cannot be reached if standards are compromised or ignored. Be courteous to all. Never disparage or condone comments that promote stereotypes (negative or complimentary) of the Bureau's focus populations.