

OCOB VALUES

These are the values representing OCOB's core priorities and how we truly are expected to act. This list will be posted on our websites and bulletin boards so everyone is aware of what is expected when employed with this office.

We Value Continuous Improvement & Development.

Demonstrate a commitment to continuous improvement and professional development. Improve work processes. Demonstrate flexibility in response to new or improved work processes.

Proactively seek opportunities to learn new capabilities, skills, and knowledge. Acquire the skills needed to continually enhance his/her contribution to the state and to his/her profession.

Proactively support the growth and development of self and others.

Promote learning instead of blame when things go wrong.

Communicate confidence in one's own and others' abilities to be successful, especially at challenging, new tasks. Understand and apply technical/professional concepts that are important to the agency's business environment.

We Value Customer Service. We consistently demonstrate a strong commitment to providing value-added services to external and internal customers. Proactively identify customer needs and requirements, deliver quality service, and continuously improve performance of self and others. Develop, implement, and evaluate work processes which are both efficient and effective from the customers' perspectives.

We Value Diversity & Inclusion. Demonstrate an open-minded approach to understanding people, regardless of their gender, age, race, national origin, religion, ethnicity, disability status, or other characteristics; treat all people fairly and consistently and with dignity and respect; effectively build an inclusive work

environment, composed of people from diverse backgrounds and with diverse perspectives, where everyone feels welcomed and valued and is allowed the opportunity to use his or her skills, abilities, and knowledge to succeed.

We Value Ethics & Integrity. We maintain social, ethical, and organizational norms. Firmly adhere to codes of conduct and ethical principles. Work and communicate in a direct and honest manner with colleagues and clients. Follow through on commitments and obligations. Interact in a way that builds others' confidence in the intentions of the individual and of the organization.

We Value Innovation & Creativity. We apply creative problem-solving skills to our work to develop solutions to problems; recognize and demonstrate the value in taking calculated risks and learning from mistakes; develop multiple alternatives and understand the feasibility of each; effectively share and implement our ideas. Continually seek imaginative, innovative, and efficient solutions to business problems, both old and new.

We Value Safety & Health. We consistently demonstrate a strong commitment to providing state employees with a safe and healthy workplace. Proactively identify and reduce, or take action to reduce, risks and hazards and abides by regulatory requirements. Understand the importance of safe work practices and personal protective equipment, enable assigned employees to do the same, and act to correct unsafe conditions, not waiting for others to correct issues. Develop, implement, and evaluate work processes (utilizes Hazard Recognition practices) that address immediate risk and also improves systems to address future risk.

We Value Teamwork. We cooperate with others to accomplish common goals. Work with external constituents and other employees to achieve shared goals. Treat others with dignity and respect. Maintain a friendly demeanor. Value the contributions of

others. Communicate confidently and clearly using visual, written, and verbal methods. Understand, respect, and respond non-judgmentally to those different from him/herself. Build effective teamwork. Use negotiation and persuasion to mobilize others to work toward a common goal.