

NCCOB Values

- 1. Accountability.** We accept full responsibility for ourselves and for our contributions as team members; we display honesty and truthfulness. We address problems quickly; we display a strong commitment to organizational success and inspire others to commit to goals. We demonstrate a commitment to performing our public duty and present ourselves as credible representatives of the Agency and the state to earn and maintain the public's trust.
- 2. Customer Service.** We consistently demonstrate a strong commitment to providing value-added services to external and internal customers. We proactively identify customer needs and requirements, deliver quality service, and continuously improve performance. We develop and implement work processes which are both efficient and effective.
- 3. Ethics & Integrity.** We maintain social, ethical, and organizational norms, firmly adhering to ethical principles and codes of conduct. We work and communicate in a direct and honest manner with colleagues and clients. We follow through on commitments and obligations. We interact with others in ways that inspire confidence in our intentions and actions.
- 4. Innovation & Creativity.** We apply creative problem-solving skills to our work; we recognize and demonstrate the value of taking calculated risks and we learn from mistakes. We develop alternatives and evaluate the feasibility of each. We effectively share and implement our ideas. We seek imaginative, innovative, and efficient solutions to challenges and problems.
- 5. Teamwork & Collaboration.** We cooperate with others to accomplish common goals. We treat others with dignity, courtesy and respect. We value the contributions of others. We communicate confidently and clearly using visual, written, and verbal methods. We understand, respect, and respond non-judgmentally to those different from ourselves. We use negotiation and persuasion to inspire others to work toward common goals.