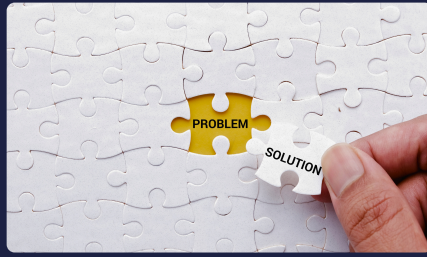


# MEANINGFUL VALUES

## PROBLEM STATEMENT & QPS FOCUS

### Problem Statement

The ease of locating organizational values varies across the 17 executive state departments.



### QPS Focus Question

Senior leaders clearly communicate a set of values that are personally meaningful to employees.

## THE IMPORTANCE OF VALUES

### ATTRACTION

73%

### ATTRITION

65%

### CONGRUENCE



### COMMITMENT



### Attraction & Attrition

73% of job seekers won't apply to an organization whose values don't align (Glassdoor, 2019)

### Congruence & Commitment

Value incongruence can lead to job dissatisfaction, lack of commitment, and even intention to leave.

### Global Worker Survey

65% rethink where work is in their life and value alignment

## VALUES MATTER

### TRANSPARENCY

80%

How do values factor into the best place to work?

80% of these companies make their values available to the public.

### CULTURE



Companies who have "value-based" culture typically have higher employee satisfaction (Rhoades, 2011).

Value = Culture of Respect, Inclusion, and Belonging.

## MEANINGFUL VALUES SURVEY - COMMON THEMES

### Clarity



### Public-Facing



### Multi-Level Involvement



### Recognition & Rewards



### Leadership Communication



### Accountability



## RECOMMENDATIONS

### 01 Values Valuation

- Determine what your values are
- Determine where your values are displayed
- Determine how your values may be incorporated into your work culture

### 02 Five Minute Focus

- Five-minute review of how you can display and enact values based on your daily activities
- Determine opportunities to recognize values displayed by others within the organization

### 03 Quick-Click

- Use "quick click" method to determine if values are easy to find on each state department's internal and external websites within one or two clicks

## Values Toolbox

### VALUES AND RECOGNITION CARD

### VALUES ON ENGAGE

### VALUES CARD AND THANK YOU

## DEPARTMENT VALUES

**GUIDANCE**  
Definition: Utilizing knowledge, skills, and abilities to advise and lead the public and fellow team members to ensure citizens receive the full benefit of the services we provide.

How team members can exemplify this value:

- Demonstrating effectiveness, productivity and competency in providing services to citizens or finding an answer to an obstacle.
- Working together to solve challenges to benefit the citizens we serve and our staff.
- Providing compassionate guidance to citizens with excellent customer service.
- Providing compassionate guidance to citizens with excellent customer service.
- Teaching other team members about your job with patience and willingness.

**EFFICIENCY**  
Definition: Working in a well-organized and competent way to provide citizen services, solve problems and improve processes.

How team members can exemplify this value:

- Demonstrating effectiveness, productivity and competency in providing services to citizens or finding an answer to an obstacle.
- Pursuing professional development opportunities, such as Linked-In-Learning, Lean Six Sigma and other process improvement-related training and applying that knowledge as a team member to DCLR.
- Working together to solve challenges to benefit the citizens we serve and our staff.
- Providing compassionate guidance to citizens with excellent customer service.
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**ACCOUNTABILITY**  
Definition: Accepting responsibility for honest and ethical conduct toward citizens and team members. "Owning what you do."

How DCLR team members can exemplify this value:

- Admitting a mistake and working diligently through the proper channels to correct it to ensure citizens are properly served.
- Openly accepting when further instruction or training may be needed to perform a task properly.
- Utilizing tools to ensure follow through with tasks and obligations for self and others (Outlook reminders, kanbans, holding meetings to follow up on items, etc.)
- Identifying an issue and resolving a problem.
- Accomplishing something that has been desired for some time but no one in the past was able to accomplish.

**RESPECT**  
Definition: Conducting oneself with courtesy towards citizens, coworkers and the general public recognizing the diverse backgrounds, characteristics and beliefs of all those with whom they conduct state business.

How DCLR team members can exemplify this value:

- Expressing the value of team members through our words and our actions.
- Practicing active listening, seeking to understand others, and looking for common ground.
- Being polite.
- Apologizing when wrong.
- Advocating for a DCLR Team member or member of the public.

Division \_\_\_\_\_  
Date \_\_\_\_\_  
Employee Name \_\_\_\_\_  
Employee Position \_\_\_\_\_

Culture, Expectations, Evaluation Guide

Department and Division Expectations. The Division of Labor Standards employees are expected to perform job duties and responsibilities in a manner that reflects the highest ethical and professional standards of conduct and performance.

DCLR GEAR Values: Guidance, Efficiency, Accountability and Respect.

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**ACCOUNTABILITY**  
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**RESPECT**  
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Employee Name, \_\_\_\_\_

Thank you for displaying the value of example value: "Efficiency."

Example text: "You had several deadlines that required you to manage your time well and to also provide your work deliverables so that your team could meet their objectives. You were able to quickly get a resolution to our citizens. You were accountable to your team, our division, and the department. I really appreciate you and your effort! Thank you!"

Sincerely, Your Name