

# Mission Statement

Effectively serving present and future needs of Sheridan citizens.

## City of Sheridan Core Values

### Builds Trust

*Interacts with others in a way that gives them confidence in one's intentions and those of the organization.*

- **Operates with integrity** – Demonstrates honesty; keeps commitments; behaves in a consistent manner.
- **Discloses own positions** – Shares thoughts, feelings, and rationale so that others understand personal positions.
- **Remains open to ideas** – Listens to others and objectively considers others' ideas and opinions, even when they conflict with one's own.
- **Supports others** – Treats people with dignity, respect, and fairness; gives proper credit to others; stands up for deserving others and their ideas even in the face of resistance or challenge.
- **Makes rational decisions** – Uses data and information and shares it with others; makes good decisions based on best available information and long-term benefits of citizens.
- **Commits to decisions** – Closes discussion with complete summary; accepts and supports decision to move forward.
- **Facilitates change** – Recognizes and understands the impact of change on people; helps the organization adapt to both negative and positive consequences of change.

### Initiates Action

*Takes prompt action to accomplish objectives; takes action to achieve goals beyond what is required; acts proactively.*

- **Responds quickly** – Takes immediate action when confronted with a problem or when made aware of a situation.
- **Takes independent action** – Implements new ideas or potential solutions without prompting; does not wait for others to take action or to request action.
- **Goes above and beyond** – Takes action that goes beyond job requirements in order to achieve objectives.
- **Maintains effectiveness** – Consistently maintains high levels of activity or productivity operating with vigor, effectiveness, and determination over extended periods of time.
- **Develops professionally** – by continuous learning, actively identifies new areas for learning; creates and takes advantage of learning opportunities; using newly gained knowledge and skill on the job and learning through their application.

## **Contributes to Team Success**

*Actively participates as a member of a team to move the team toward the completion of goals.*

- **Facilitates goal accomplishment** – Makes procedural or process suggestions for achieving team goals or performing team functions; provides necessary resources or helps to remove obstacles to help the team accomplish its goals.
- **Involves others** – Listens to and fully involves others in team decisions and actions; values and uses individual differences and talents.
- **Informs others on team** – Shares important or relevant information with the team; communicates critical concerns through team and chain of command.
- **Models commitment** – Adheres to the team's expectations and guidelines; fulfills team responsibilities; demonstrates personal commitment to the team.

## **Effectively Communicates**

*Clearly conveys information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message; listens effectively and asks clarifying questions; actively seeks input from others and seeks to understand first.*

- **Ensures understanding** – applies active listening to seek input from others; checks understanding; presents message in different ways to enhance understanding.
- **Clarity** – Insures simple clear communication.
- **Transmit** – Uses multiple and appropriate methods to communicate message.
- **Repetition** – Stays on message and reaffirms core messages at every opportunity.
- **Reflection** – reflects messages in actions.

## **Builds Partnerships**

*Identifies opportunities and takes action to build strategic relationships between one's area and other areas, teams, departments, units, or organizations to help achieve business goals.*

- **Identifies partnership needs** – Analyzes the organization and own area to identify key relationships that should be initiated or improved to further the attainment of own area's goals.
- **Explores partnership opportunities** – Exchanges information with potential partner areas to clarify partnership benefits and potential problems; collaboratively determines the scope and expectations of the partnership so that both areas' needs can be met.
- **Formulates action plans** – Collaboratively determines courses of action to realize mutual goals; facilitates agreement on each partner's responsibilities and needed support.
- **Subordinates own area's goals** – Places higher priority on organization's goals than on own area's goals; anticipates effects of own area's actions and decisions on partners; influences others to support partnership objectives.
- **Monitors partnership** – Implements effective means for monitoring and evaluating the partnership process and the attainment of mutual goals.