

# 5

Ways We Behave in

# Public Works

Who we are, drives what we do, which determines what we get. The management team at BGPW met on Thursday, November 21, 2019 and discussed the following descriptors of how we behave. This list is subject to change, but should be a guideline for how we interact, what is important to us, and what we look for in new hires coming into our culture.

## Buffalo Grove Public Works Will

1.



### Act Professionally

#### BGPW acts professionally.

In all that we do, and in all interactions that we have internally and externally, BGPW strives to act professionally. We use data and records to make informed decisions, and we present it in a professional manner. We are professionals, we act professionally, and we look professional.

2.



### Remain Organized

#### BGPW remains organized in all that we do.

Being organized drives efficiency. We pride ourselves in being more organized than comparable departments. We maintain good records and data. And we understand that organization makes everyone's jobs easier long term, and beyond our own careers.

3.



### Maintain a Sense of Humor

#### BGPW maintains a sense of humor.

Humor helps us remain adaptable, agile, and upbeat when challenging situations arise and schedules break. It also makes work a fun place to be. However, we also remain keenly aware when humor is not fully appropriate.

4.



### Practice Empathy

#### BGPW practices empathy.

We seek to understand things from other perspectives than our own. We try to find common ground and agreement in our differences, and when working with other departments.

5.



### Be Friendly

#### BGPW is Friendly.

We are a friendly place to work, and we have friendly interactions whenever possible. We also seek to carry our friendly nature into our interactions with residents and businesses.

## Aspirational Goals

While not currently part of our core, the management team eventually wants to incorporate two more descriptors:

**Act with Radical Candor**

**Always be Informative**