

Core Values Update

On the Road to Cultural Change

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The Goal

Establish a City of McKinney
employee Values Statement...
but one based on direct input
from the employees
themselves.



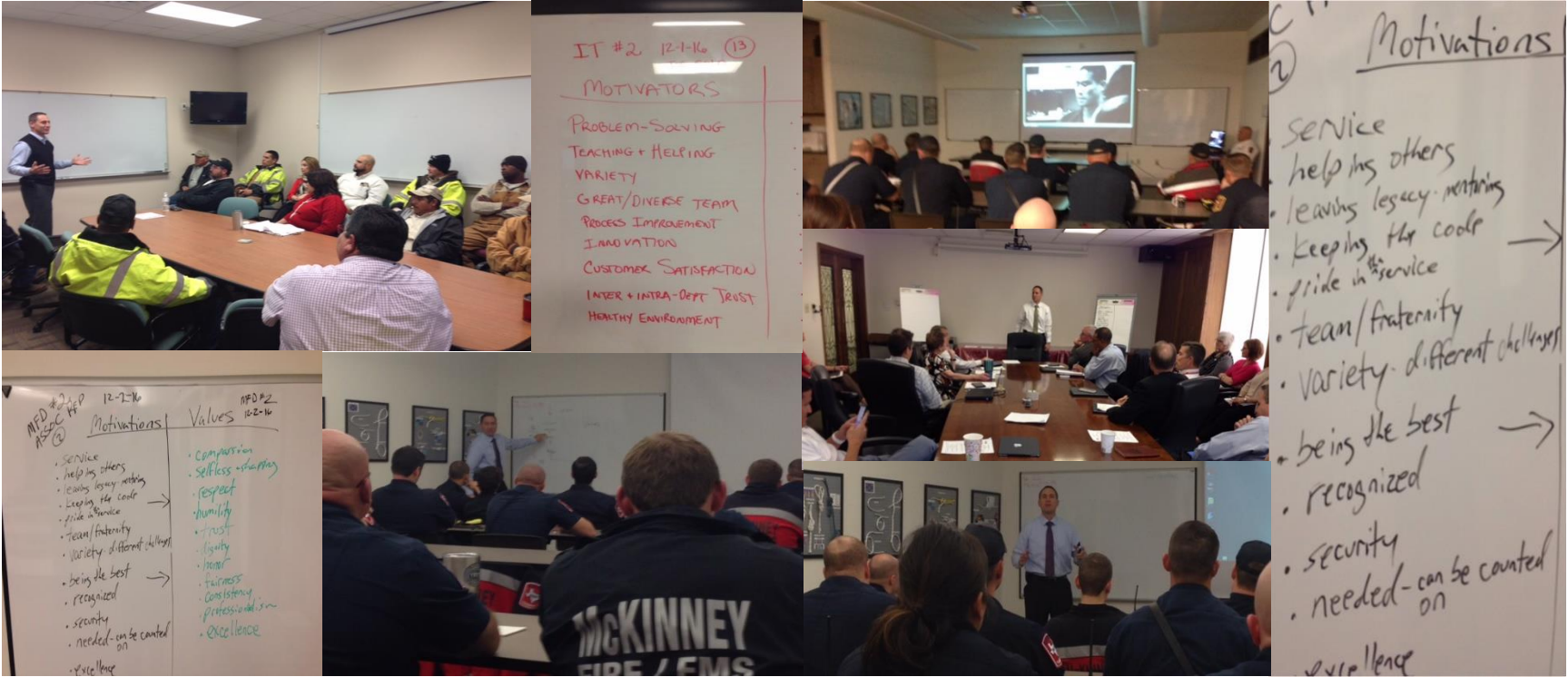
The Approach

We held 49 small group meetings with employees across all departments.

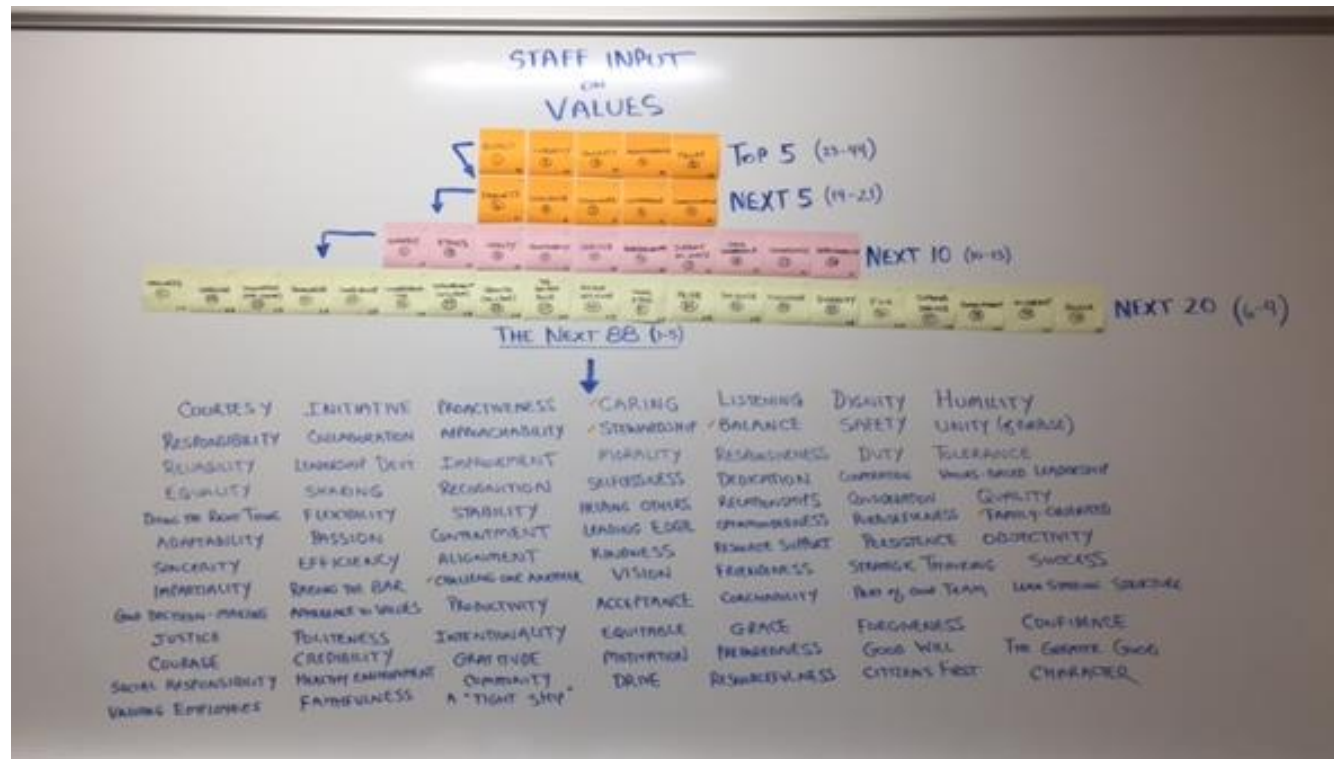
Although each meeting was optional, nearly 600 staff members participated.

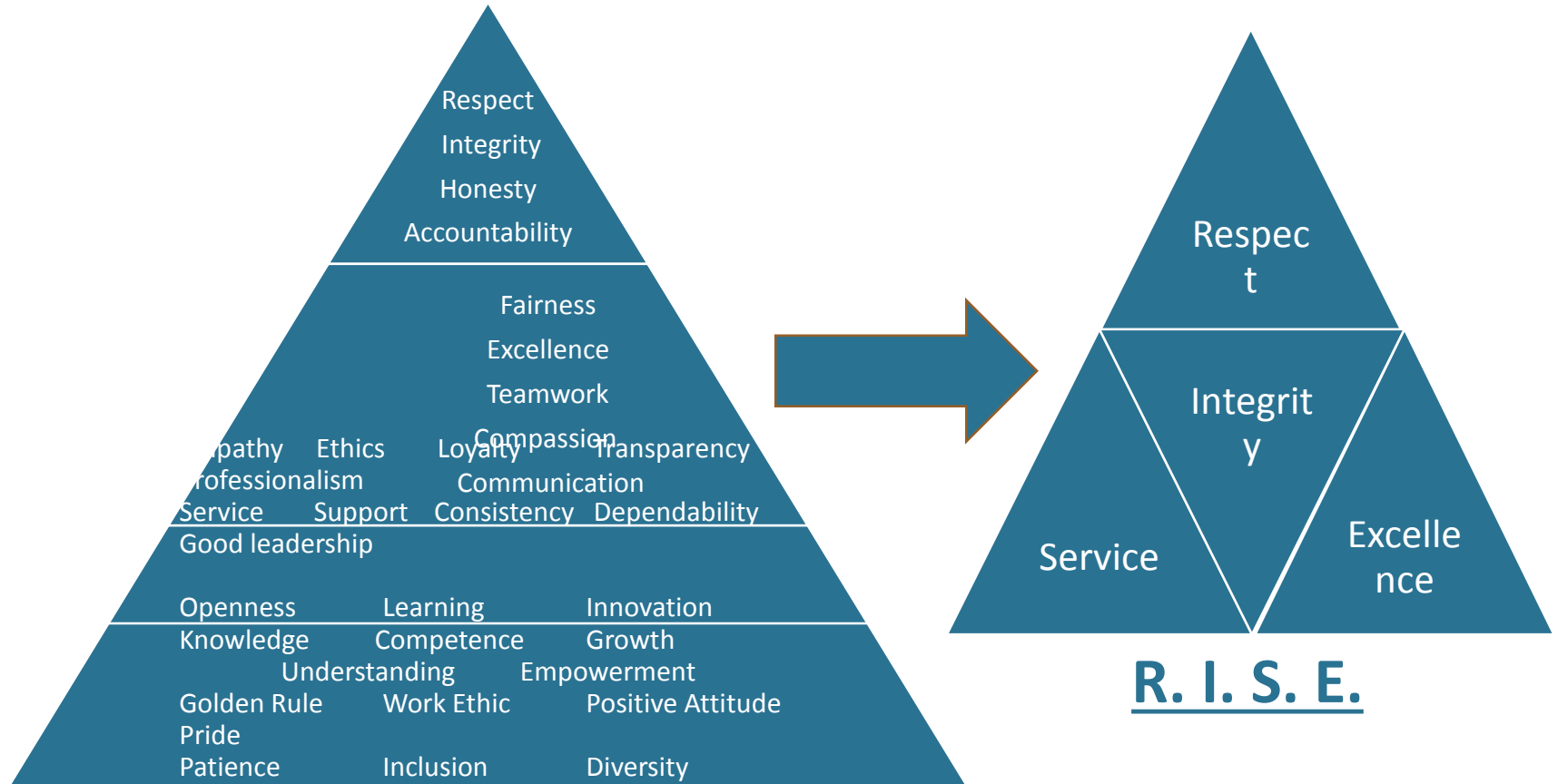


The Process in Action



The Raw Data





Employee Values Statement



**Our work
is driven
by our
values.**

Respect. We support a healthy work environment.

- We value and respect each other.
- We are loyal, dependable and empathetic teammates.
- We embrace inclusion, diversity, fairness and open communication.
- We are trusted by our leaders to use judgment, take risks and make decisions.
- We foster a family-oriented culture that includes understanding, support, balance and fun.

Integrity. We model ethical behavior.

- We are honest.
- We do the right thing, always.
- We are open and transparent in our words and actions.
- We hold ourselves and co-workers accountable to high ethical standards.
- We appropriately question actions that may be inconsistent with our core values.
- We are committed to building and maintaining trust in one another and our community.

Service. We are selfless public servants.

- We serve and help others.
- We are caring and compassionate.
- We treat everyone the way we wish to be treated.
- We deliver exceptional service to internal and external customers.
- We are led by servant leaders, at all levels, who care about and support us.
- We never forget that we exist to make McKinney a better place to live, work and raise a family.

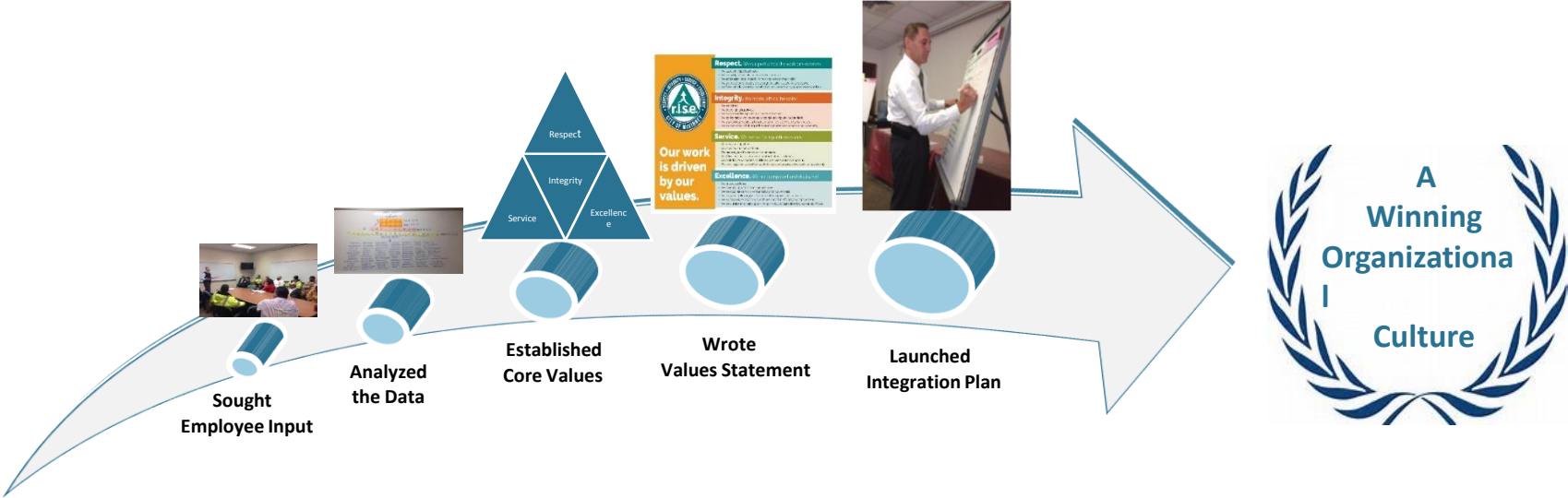
Excellence. We are competent and dedicated.

- We pursue excellence.
- We search for opportunities to learn and grow.
- We are accountable for our work and always do our very best.
- We are given challenging work by leaders who empower and support us.
- We are responsible stewards who embrace innovation, efficiency and improvement.
- We are a unified team that supports the goals and vision established by our elected officials.

Follow-up Integration Plan

1. Modify curriculum for New Employee Orientation
2. Integrate core values into all other training courses
3. Change job postings to prominently reflect values
4. Develop values-related interview questions for hiring officials
5. Begin updating job descriptions to include core values
6. Regularly highlight core values in the “McKinney Skinny”
7. Create methods to recognize those who exemplify our values
8. Integrate values into existing city policies where appropriate
9. Modify appraisal system to one based heavily on core values

Our Desired End State



**Thank you for your
attention.**



Do you have any questions?