

City of Tempe
Community Services:

**Positive
Productive
People**

A Plan for Action and Accountability

Dear Community Services Staff,

The Community Services Department is a great place to work and build a career. It is a Department that is dedicated to serving the public and improving the quality of life for our citizens. We strive to create a work environment that is inclusive, free of bias, promotes professional development, and encourages communication and the positive resolution of conflicts.

I ask you to join me as we continue to promote these values and make them our workplace reality. Each of us plays an important role in creating an environment that brings our vision to life.

This booklet lays out our vision and a plan that moves us forward. It is the result of the hard work of staff throughout the Department. I ask each of you to take the time to become familiar with this booklet and, more importantly, to share in the responsibility of making our Department a wonderful place to work, serve our community, and build a career.

As always, thanks for all you do,

Tom Canasi
Community Services Department
Positive...Productive... People

Vision

The Community Services Department is committed to fostering a positive and productive work environment.

This environment is one that encourages inclusion and open communication; treats all employees with fairness, equity and respect; and provides equal opportunity.

Elements Essential To Realizing Our Vision:

- Openness
- Inclusiveness
- Direct access to information
- A collegial environment
- Collaborative problem solving

We Achieve Our Vision Through Direct, Effective Communication

- All work groups hold regular staff meetings
- Divisions conduct regular supervisor meetings
- Department Manager meets with new employees to foster openness and approachability
- Department Manager conducts weekly site visits, visits work group meetings, and meets informally with staff at the work site
- The e-mail newsletter “News, Notes and More” provides communication in the Department that shares important information and answers questions.

We Achieve Our Vision Through Staff Development and Career Advancement

- You will be made aware of and encouraged to participate in career development programs and educational opportunities.
- Individual Development Plans will be used to foster communication and assist employees who want to pursue professional development.
- We will work with TLC and link employees with various training opportunities.
- Involvement in continuing education and training programs such as City Mentorship, Tempe Professional Development Club, Women's Networking Program and LGBT Networking Program will be encouraged.
- All employees will be encouraged to attend MST, not just supervisors.

We Achieve Our Vision Through Promotional Opportunity

- We will make promoting from within a priority.
- Everyone will be encouraged to position themselves through education and training.
- The promotional process will involve staff as well as supervisors.
- Interview panels will be informed and educated, so as to provide a fair and equitable hiring process for all applicants.

We Achieve Our Vision When The Workplace Meets Employee Needs

While still providing quality services to our citizens and maintaining our operating hours, the Department will strive to have work schedules that are employee friendly and allow staff to address personal and family demands as well as educational pursuits.

We Achieve Our Vision When Effort And Achievement Are Recognized

In our effort to create a positive and productive work environment, you are encouraged to recognize the achievements and accomplishments of others. This includes:

- E-mails, notes, and personal thank yous.
- Informal visits to individual staff and work groups from Managers. (managing by walking around)
- Recognition in Department Newsletter.
- Active site visits that involve Managers in learning about various jobs and the people who do them.

We Achieve Our Vision When Issues Get Resolved

Resolving Departmental Issues

- We will work together to resolve Departmental issues.
- Staff involved will be representative of various work groups and /or Divisions and will solicit information from the broader work groups as well as keeping everyone informed.

Resolving Interpersonal Issues

- When conflicts arise you will be supported in your effort to resolve issues in a positive and proactive manner.
- We will use the “SOLVE” model of conflict resolution.
- Mediation services will be made available to assist in issue resolution.
- The department will promote “Safe Havens” made available by the Diversity Department and the Human Resources Department.
- The concept of an “Open Door” will be firmly in place and understood by all.

We Know We Have Been Successful In Achieving Our Vision —

- When everyone feels they are treated with courtesy and respect.
- When everyone agrees that an open and inclusive environment has been created, and welcomes input from all levels of our organization.
- When everyone agrees that they have direct access to information and are proactively involved in problem resolution and decision making.
- When everyone agrees they have been recognized for their accomplishments and given opportunities to develop professionally.

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