

MRSC Guiding Values & Principles

The purpose of our Guiding Values & Principles is to set the tone for our organization's culture by outlining the behavior and performance that each MRSC employee is expected to demonstrate in the workplace in order to build an environment that encourages active listening, inclusive collaboration, transparent decision-making, and respect for diverse opinions and outlooks. These Values & Principles aim to inform and inspire the day-to-day behaviors of employees, thereby setting the stage for a healthy working environment where all staff have the resources and support necessary to be successful in their jobs, ultimately enabling us to achieve our core mission of local government success.

INTEGRITY

- Act with a sense of service beyond self-interest.
- Be trustworthy, honest, and transparent with staff, partners, and customers.
- Be consistent in what you say and do.

A SUPPORTIVE ENVIRONMENT

- Check in with colleagues and be willing to pitch in and assist them.
- Treat others as they would like to be treated.
- Be inclusive. Celebrate diversity and create a sense of belonging.
- Advance equity by removing barriers that may prevent full participation in helping to shape our collective future.

EFFECTIVE COMMUNICATION

- Communicate in a manner that is respectful, clear, and accessible.
- When a disagreement arises, talk directly to the person(s) involved. Seek clarity and a way to move forward without taking it personally.
- Check your assumptions. Be curious, ask questions, listen openly, avoid blame, and seek to understand impacts of your actions.

CONTINUOUS IMPROVEMENT

- Empower staff to offer new ideas and take risks without fear of failure.
- Be flexible and open to change and new approaches.
- Strive for quality and growth in your work individually and collectively.

RESPONSIBILITY

- Follow through on your commitments and learn from mistakes.
- Be proactive in taking initiative when you see a problem or have an idea for improvement.

COLLABORATION

- We're in this together! Think organizationally and inclusively instead of individually.
- Appreciate and embrace the strengths and diverse perspectives of others.
- Communicate openly and share ideas widely.