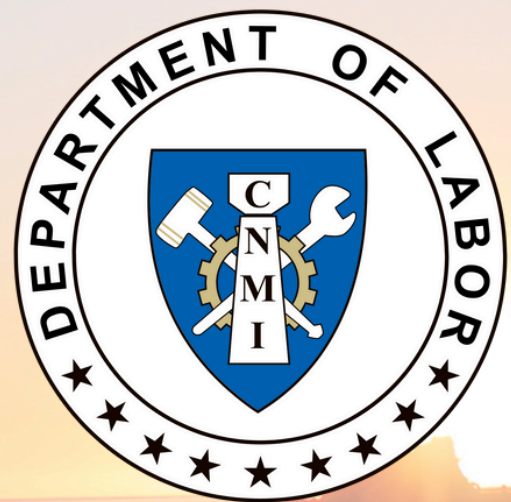


# GUIDING PRINCIPLES

COLLABORATION  
PROFESSIONALISM  
EFFECTIVE SERVICE  
ACCOUNTABILITY



# BUILDING PRINCIPLES GETTING

## COLLABORATION



- We collaborate as a strategy to braid resources and support systems for all workers and employers.
- Everyone has a sense of aligned goals across Divisions that lead to our overall objectives. Goal alignment means everyone is on the same page about what the Department is trying to do, and what particular role each division plays.
- Collaboration is what reduces duplication in our efforts and makes goals attainable.

Collaboration at the DOL looks like:

- Shared Leadership and decision making
- Open and active communication
- Involving stakeholders in outreach, planning and decision making
- Inter-Department and Inter-Agency discussions on efficiency and service alignment
- Using organizational structures and systems to communicate and share information
- Alignment of desired results between Divisions and Agencies
- Using online programs like Google docs and Canva to collaborate on projects
- Establishing MOUs between DOL and other partnering agencies



# SETTING PROFES SIONAL STANDARDS

## PROFESSIONALISM



- Professionalism is the behavior, attitude, and image an employee must maintain to appropriately reflect the values and goals of the Department.
- We conduct ourselves professionally among our colleagues, and with all others beyond our office walls.
- Professionalism in the public sector requires having the qualifications, competence, and skills to provide accurate, complete, and timely service while conducting oneself with the highest standards of respect, integrity, and excellence.

### Professionalism at the DOL looks like:

- Use of respectful language and tone at all times
- Practicing active listening, by making a conscious effort to hear not only the words that another person is saying but, more importantly, the complete message being communicated
- Responding to requests in a reasonable amount of time
- Treating another person in a way that you think they would want to be treated
- Practice of emotional intelligence ensures we are aware of ourselves and how we interact with others



# SETTING PRINCIPLES GUIDING

## EFFECTIVE SERVICE



- We provide effective service by ensuring all clients who enroll in DOL programs are supported in the intake process until they complete the program.
- We monitor our timelines and fill service gaps by working to align our systems for the benefit of the community.
- We always welcome feedback in an effort to improve our service.

Effective Service at the DOL looks like:

- Wrap-around interagency referrals and Division collaboration are an integral part of the support system to serve our community
- Follow ups are a regular part of the process
- Having a shared sense of urgency
- Community outreach and education are a priority
- Feedback to help us improve our process and service is welcome
- Use of technology to improve processes and data management



# GUIDING PRINCIPLES

## ACCOUNTABILITY

- We are accountable to each other and to our community.
- We maintain the integrity and professionalism that is expected of this Department.
- We use all resources, locally and federally funded, in an efficient way to meet all goals and obligations.
- We document our work and submit reports on time as required by applicable law.

### Accountability at the DOL looks like:

- Use of tracking logs and forms to monitor deadlines and document work and data
- Data and other important information is compiled and summarized for quarterly reporting
- Use of Standard Operating Procedures ensures uniform processing across Divisions and islands
- All use of federal resources follows all federal guidelines and reporting requirements
- Not being afraid to ask for help or guidance when needed
- Owning mistakes

