

Defining the TEAM Culture

Below are descriptions that reflect ideals for each letter of the TEAM acronym. These descriptions are fundamental to a true TEAM Culture.

Transparent communication

- Dialogue that is honest and sincere
- Communications are clear and specific, timely, appropriate and consistent
- Freely exchange non-confidential information about decision-making rationale and upcoming events or plans for individuals potentially affected
- Reflects trust and respect for others
- Includes giving and receiving (sharing) feedback (360)

Empowered employees

- Feel comfortable and confident that their input and service are valued or heard
- Believe they have options to explore and grow within the department
- Feel they can work or pursue projects without fear of failure
- Take initiative, feel supported, and are motivated
- Are well-equipped (resourceful)

Approachable management

- Reflects an active listener who practices the following:
 - focuses on the speaker
 - engages with the speaker
 - clarifies conversations with the speaker
 - follow-up with the speaker if needed
 - cognizant of body language
- Acts generously
- Is open to suggestions and recommendations -- feedback is encouraged and valued
- Is accessible and make time for all employees
- Establishes a culture of trust and support with all employees

Mission focused

- Serving our customers efficiently
- Providing a safe and meaningful work environment where staff can develop professionally and personally
- Understands common set of goals (DWMR's mission and Guiding Principles), and engages all employees towards accomplishing these
- Task oriented, reliable, and understands significance of role in department
- Engages all staff to effectively work as an integrated team
- Take ownership and be accountable for what is in your control or authority