

SUBMISSION ADDRESSING THE QUESTION:

VALUES DRIVEN CULTURE

Our Values can be simplified into three basic values.

Respect for the Individual

- Our staff is the most valuable asset of the organisation
- An empowered and motivated staff can do wonders for the organisation
- Treat others the way we like to be treated – for both staff and the public
- Working together and helping each other
- Giving up self interest for the common good

Excellent Customer Service

- Provide excellent customer service both within and outside the organisation
- If I am at the receiving end of the service, is it excellent customer service?

Performance

- Promote a performance culture in everything we do
- Are we doing this in an efficient way, is there a better way of doing this?
- Keep things simple, at the design stage, testing stage and implementation stage – sometimes we introduce things which are too complicated and difficult to work with, causing inefficiencies – that is , we create the problems ourselves by introducing something too complex. Keeping things simple will solve a lot of the problems
- Empowerment to take risks and make good decisions
- Delivering tangible results – getting things done instead of being bogged down by indecision or self interest

Whatever we do, we should take into consideration our values and evaluate everything we do against our three values. This culture change can only be successful if it is driven from the highest levels and the values have to be embraced by ALL staff. Every one has to genuinely believe in these values. The culture change will take one or two years to cascade down from the top to every person.

This is a personal submission