



# STRATEGIC PLAN

## WORKPLACE EXPECTATIONS and ORGANIZATIONAL EXCELLENCE

### Workplace Expectations

- Be Responsive
- Offer Solutions
- Actively Communicate
- Think Team
- Be Nice
- Add Value
- Be Professional
- Have the Utmost Integrity
- Demonstrate Mutual Respect
- Be Service Minded
- Be Accountable
- Make Ethical Decisions
- Foster a Positive Work Environment
- Be Flexible
- Set a Positive Example
- Be Open to Constructive Feedback and Self Improvement
- Have Patience

### Organizational Excellence

#### *Premier Community, Exceptional Service*

- We recognize that Public Service relates to Public Trust
- We will be goodwill ambassadors of the Town
- We will take pride in our work
- We will engage with our community
- We will be fiscally prudent
- We will set high standards and embrace continuous improvement
- We will provide the highest level of customer service possible within the resources provided
- Will strategically plan for the future and track our progress



TOWN OF LONGBOAT KEY

## Values – B.E.A.C.H

- **B**elong (Part of Something Bigger Than Yourself – A Team)
- **E**mpathetic (Understanding the Needs of Others is Key to Service Excellence)
- **A**ccountable (Responsible for Our Actions in Word & Deed)
- **C**ollaborative (We are Better Together)
- **H**onest (Never Lose the Public's or Each Other's Trust)