



Defining Success in the Bureau of Development Services

Lead by example

Set the standard for
customer service

Cultivate a labor
management
tradition

Advance
diversity

Innovate

Maximize
resources

Break down
barriers

Management Principles and Expectations

- 1. Set an example** - I consistently set a good example for my employees.
- 2. Support bureau mission and goals** - I clearly communicate and consistently reinforce the Bureau's mission, goals and expectations to employees. I place the needs of the Bureau and the City ahead of those of my work group.
- 3. Support the work team** - I empower my employees to provide the best service. I lead my staff in a way that makes them feel personally supported.
- 4. Resolve conflicts early** - I proactively resolve potential conflicts at the earliest possible stage.
- 5. Consistently engage in labor management** - I make a habit of utilizing the labor management model to better manage my staff and advance a unified labor management system bureau-wide.
- 6. Advance the bureau's diversity goals** - I am sensitive to the unique attributes and perspectives of others. I actively advance the diversity of the Bureau of Development Services.
- 7. Promote a customer service culture** - I foster a BDS culture that puts the needs of the customer first. I actively encourage staff to develop creative solutions that serve the needs of the customers and the City.
- 8. Creatively work with customers to meet changing needs** - I encourage my staff to identify and adapt to new ways of doing business and to continually look for efficiencies.
- 9. Break down internal and external barriers** - I am committed to improving coordination/collaboration among Bureau staff and with other city Bureaus.
- 10. Maximize resources** - I work effectively with available resources and identify ways to maximize the impact of those resources for the entire Bureau.
- 11. Take care of business** - I am accountable to manage my staff workload and outcomes to ensure that program goals are met. I take care of administrative issues expeditiously.