



# Our Values

## **Safety**

*protect public and employee  
health and safety*

## **Stewardship**

*acting on behalf of  
customer-owners, protecting  
public resources entrusted to us*

## **Trustworthiness**

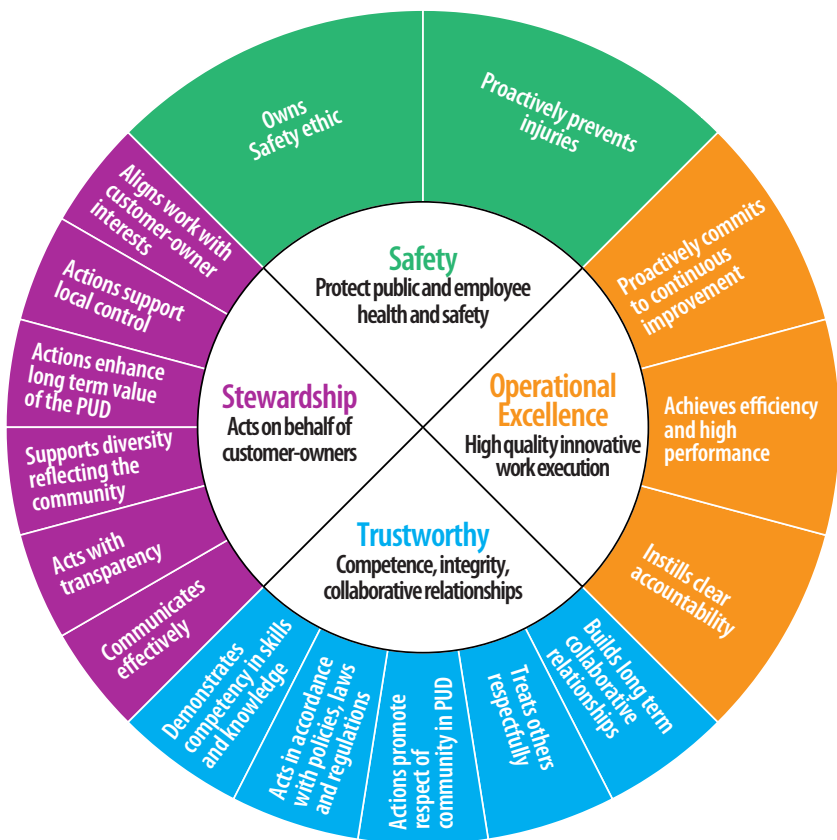
*competence, integrity, respect*

## **Operational Excellence**

*high-quality innovative  
work execution*

## **A Powerful Team**

Chelan County PUD Employees



# District Values Wheel



CHELAN COUNTY  
[www.chelanpud.org](http://www.chelanpud.org)

# Cycle of Personal Ownership



## **Responsibility:** "Before" phase

Define the task and take ownership of it!

## **Empowerment:** "During" phase

Decide the steps, ask for assistance, overcome barriers, and stay on track.

## **Accountability:** "After" phase

Be willing to answer for the results, celebrate success and share lessons learned.

# Cycle of Personal Ownership

## **Responsibility: The “before” phase**

Establishing a mindset of ownership for the task.

Taking responsibility for getting it done.

- Identify the benefits of completing the task (the “why”).
- Make a clear agreement regarding roles, responsibilities and timelines.
- To say “I own it” – and mean it.
- Make sure all tasks have one owner (avoid the “we syndrome”).

## **Empowerment: The “during” phase**

Empowering yourself to do whatever is necessary to complete the task.

- Decide on the action steps that need to be taken and the timeline.
- Ask others for assistance if necessary.
- Overcome barriers.
- Stay on track.

## **Accountability: The “after” phase**

Being willing to answer for the results of your actions, regardless of how things turn out.

Review, did I complete each step of the agreement?

- If results are good, celebrate your achievement!
- If not, avoid placing blame. (Avoid “shoulds”):  
Take responsibility for fixing the problem.
- Review and share Lessons Learned.

**Each step is founded on making clear agreements.**