

AWARD CATEGORY DESCRIPTIONS

Collaboration

An effective collaborator (individual or team) works effectively with others to produce positive results and outcomes. This person or group of people may approach their work in the following ways:

- Solicits diverse views in completing projects;
- Establishes effective partnerships across multiple levels of the organization;
- Builds consensus in decision-making;
- Seeks and maintains satisfying, reciprocal relationships;
- Helps others feel important and worthwhile;
- Genuinely engages with others to achieve goals;
- Works with others towards achieving a common purpose;
- Shares knowledge or information contributing to group success;
- Increases success of team(s) through process of cooperative problem-solving.

Communication

The award recipient or group clearly demonstrate a high performance culture through effective communication. As communication is a two way process, this award could be awarded to more than one person, and can be displayed in the following ways:

- Patience and adaptability, adjusting their communication behaviours to better express their ideas in the workplace and to assist others to understand;
- Strives to understand others perspectives before putting own views forward;
- Works hard to break down barriers to ensure effective communication takes place and all parties understand;
- Accepts others without judgment;
- Uses active listening techniques and effective questioning skills to enhance their own understanding;
- Shows empathy for other diverse perspectives;
- Willingly receives feedback and is comfortable to provide constructive feedback appropriately;
- Ensures all voices are being invited and heard.

Integrity

A staff member who demonstrates accountability, respect and an ethical approach. They take ownership of their work; whether it's being honest with customer issues and addressing them, improving processes or the quality of delivery. They really respect other people and work with colleagues to get the best outcome for everyone involved. This can be evident in the following ways:

- The staff member's behaviour is exemplary, have acted with honour and authenticity and at all times reflect the values of Council;
- Loyal to the absent – accepts others as they are;
- Their communication style is honest, respectful and open;
- Ethical and prepared to make the tough decisions;
- Actions are aligned with Council's purpose statement.

Efficiency

A staff member or team that shows outstanding creativity when confronted with challenges, issues or a need or desire for improvement. One might approach their work in the following ways:

- Self-directed and focused on achieving goals and performance expectations;
- Demonstrates planning and problem solving skills;
- Actively seeks ways to advance beyond the status quo;
- Proactively identifies novel, creative ways to improve upon processes or service delivery;
- Implements change in a positive manner and strives to ensure its success;
- Equal concern for task accomplishment and needs of people;
- Demonstrates ability to 'stir the pot' for positive, fresh impact;
- Respectfully communicates suggested changes – recognising and respecting what's gone before;
- Approaches problem-solving with a solution orientation.

Leadership

A strong leader demonstrates a unique ability to guide and inspire others, which in turn contributes to the effective and efficient functioning of Council. Both managers and non-managers may possess, and make evident, strong leadership in the following ways:

- Leads by example – motivates others;
- Inspires and encourages personal and professional development in others;
- Builds strong relationships that support a high level of trust and credibility;
- Adapts readily to new situations;
- Effectively persuades others using keen organizational awareness;
- Mentors and cultivates employees, creating a culture of respect that fosters an atmosphere conducive to achievement;
- Uses initiative and thinks for self;
- Expects high but attainable standards for self and others and acknowledges when they are met;
- Genuinely supports others to succeed and celebrates their successes;
- Contributes to the success of an initiative that benefits those outside his/her own department and/or places emphasis on collaboration within and among departments.

Purpose Statement

A deeply committed staff member demonstrates a dedication to their work, which in turn contributes to the vibrancy of the work place. This quality manifests itself when an employee:

- Demonstrates an intense commitment to provide excellent service to co-workers and customers treating them with respect, dignity and valuing their input;
- Shares enthusiasm for the work place with others;
- Maintains perseverance in the face of adversity;
- Embodies our values, desired culture and consistently works in alignment with our purpose;
- Have demonstrated behaviours that align to each of our values.