



A “tune-up” of our organizational vision and values

Mayor and Council –

The following presentation was presented to the City’s Leadership team this week. The goal for re-tooling our internal organizational values is to reaffirm and clarify previous efforts in combination with the organization’s Leadership Philosophy. Again, this is completely internal facing. Our plan is to roll this out to all employees in mid-September

- Victor

WHY THE TUNE-UP?

- By re-tuning our organizational vision and values, we not only honor our past commitments but also pave the way for a future defined by leadership at all levels, responsive governance, and a thriving, inclusive community.
- This tune-up is a pivotal step in ensuring our vision and values are not only aspirational but actionable, guiding us towards a brighter and more dynamic future for the City of Novi.
- New “crew:” New leadership in the City Manager and Assistant City Manager creates an opportunity to chart a new course.
- Time – when was the last tune-up?

FORMER VISION

The City of Novi is committed to excellence in customer service. We will provide knowledgeable, courteous, and efficient service to those we are privileged to serve. We will strive to deliver quality customer service through continuous improvement.



TUNED-UP VISION

The City of Novi aims to lead in innovation, excellence, and outstanding service through a culture of trust, respect and continuous improvement.

Current Values

The City of Novi employees are committed to providing quality services and take pride in contributing to the community. Our team members are motivated by fair and positive recognition and possess a sense of value to deliver quality customer service. We proudly provide essential community services through planning, goal setting, engagement and prioritization that are supported by City Council and delivered transparently. We proudly provide essential community services through planning, goal setting, engagement and prioritization that are supported by City Council and delivered transparently. We pride ourselves on communicating openly and honestly through a variety of methods and encourage internal and external feedback which is accurate and timely to most effectively inform all organization members. We believe and take pride in Novi's tradition of partnering with the wider community. We desire to be the first to step up and partner, to be leaders who follow through on mutually beneficial co-operations. With the assistance of school service agencies, and other units of government, we can find areas of each of our strengths to provide the best and most efficient service to citizens and businesses.



TUNED-UP VALUES

TEAM

COMMITMENT

INNOVATION

TRUST



TUNED-UP VALUES

TEAM

TEAM

**We work together
to achieve
collective success**

Being a TEAM is central to our organization. We value diversity, inclusivity, and respect for everyone's contributions. By recognizing each member's unique skills and perspectives, we foster a culture of collaboration, trust and mutual respect, encouraging everyone to do their best and feel a sense of belonging.



TUNED-UP VALUES

COMMITMENT

COMMITMENT

**We are dedicated
and passionate
about delivering
the highest quality
of service**

COMMITMENT is key to our culture. We focus on collaboration, innovation, and being forward-thinking. We encourage creativity, adaptability, and resilience to achieve our goals. With a positive mindset, we explore options and overcome obstacles, fostering optimism, determination, and a can-do attitude for our success and growth.



TUNED-UP VALUES

INNOVATION

INNOVATION

We are driven by a relentless curiosity to explore new possibilities

INNOVATION is at our core. We embrace new ideas and technologies to tackle challenges and improve services. Through collaboration and continuous improvement, we find efficient solutions to meet our community's needs. We value experimentation, risk-taking, and learning from successes and failures to drive positive change and enhance residents' quality of life.



TUNED-UP VALUES

TRUST

TRUST

**We are transparent,
clear, and involve
citizens in our
community**

TRUST reflects our commitment to transparency with the public about policies, actions, and outcomes. We build trust by ensuring citizens understand government operations, decision-making, and use of taxpayer resources. By encouraging public participation, we give citizens the chance to hold the government accountable and actively engage in democracy.

EXISTING RESOURCES



City of Novi Leadership Philosophy: Our Guide to Manage, Recruit/Select, and Follow

We believe employees are **committed to providing exceptional services and take pride in contributing** to the community. Our team members are motivated by fair and positive recognition and possess a sense of value to deliver quality customer service.

We believe **diversity is one of our strengths**. We come from many backgrounds and experiences and, together, have built an open, inclusive and welcoming environment. We ensure each person is treated with the highest level of dignity and respect.

We encourage an **inclusive, trusting, and supportive environment** that fosters innovative problem-solving initiatives from every aspect of the organization.

We believe in exercising **leadership at all levels**. We believe the opportunity to lead, both formally and informally, is available and encouraged throughout the organization.

We believe **team members closest to situations have the greatest potential for quickly and effectively resolving issues** and decisions can and should be made by all people throughout the organization.

We are **committed to community engagement, responsible stewardship** of the resources entrusted to us, and delivering services in an open and transparent manner.

We **encourage and expect team members to dedicate and commit time to future thinking and planning, as well as exploring innovative options** to do things better. We understand that we may fail, but we will learn from those experiences.

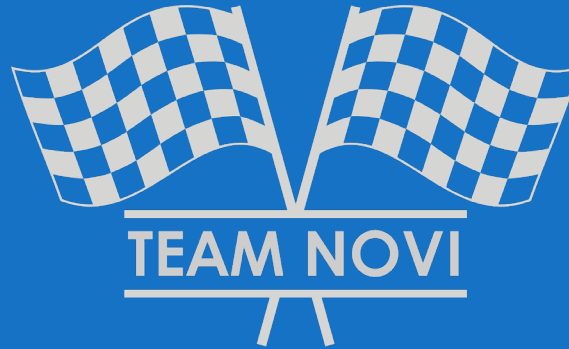
We pride ourselves on **communicating openly and honestly through a variety of methods** and encourage internal and external feedback that is accurate and timely to most effectively inform all team members.

We **believe and take pride in Novi's tradition of leading and partnering with the wider community**. We desire to be the first to step up and partner, to be leaders who follow through on mutually beneficial co-operations. With the assistance of schools, service agencies, and other units of government, we can find areas of each of our strengths to provide the best and most efficient service to citizens and businesses.

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***“ Never doubt that a small group of thoughtful,
committed citizens can change the world;***

indeed, it’s the only thing that ever has.”

Margaret Mead