



LEGISLATIVE DEPARTMENT POLICY

Human Resources

POL-LD-100

Workplace Expectations Policy

This Workplace Expectations document describes the Legislative Department's general expectations for our conduct in the workplace. We believe it is an essential tool that will guide us in our common goal to serve the citizens of Seattle, and each other, in a manner that reflects our pride, respect, and love for this great City.

When we practice the workplace expectations described in the following pages, we will reflect the respectful, passionate, and hard-working organization that we strive to be. We will be known for our integrity, our creativity, and our ability to work with people to solve problems. Along the way, each person in the Legislative Department will be able to develop to his or her full potential, while contributing in a lively, upbeat and energetic place to work.

1. SCOPE

- a. This policy applies to all Department employees, temporary workers, volunteers, interns and elected officials. This also includes City-appointed board, commission, committee, public development authority, and review panel.

2. POLICY; WORKPLACE EXPECTATIONS

- a. **Perform All Duties Effectively and Productively.** We contribute to the Department's mission of service to the citizens of Seattle, by being productive, reliable, and full contributing members of our team. We accomplish this by:
 - i. Taking responsibility for and ownership of your job performance, and for resolving problems and challenges related to your work;
 - ii. Seeking appropriate assistance to resolve problems or difficulties that interfere with your work;
 - iii. Notifying your supervisor in advance when backlogs or unexpected priority work threaten to delay essential tasks or may result in a missed deadline;
 - iv. Performing your job duties within the qualitative and quantitative standards set for your position - effectively, accurately, productively, and on time;
 - v. Complying with all workplace policies and procedures;
 - vi. Taking responsibility for identifying and implementing methods to improve your productivity and reduce errors;
 - vii. Providing prompt, courteous, patient, and respectful assistance to all customers, including your co-workers;
 - viii. Seeking solutions to job-related problems that impede customer service or the performance of your work, and asking for supervisory assistance when dealing with challenging customers;
 - ix. Sharing your knowledge and expertise by cross-training co-workers as requested by your supervisor, and offering assistance to solve business problems;



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- x. Securing sensitive business information and personal information regarding employees, to maintain confidentiality and to protect the privacy of your co-workers;
 - xi. Participating fully and contributing in work group and staff meetings;
 - xii. Following the direction of your supervisor, recognizing that your input is an important factor, but that the supervisor has the responsibility of delegating assignments;
 - xiii. Complying with City Personnel Rule [3.5 - Out-of-Class Assignments](#), Department and Division policies and procedures related to working *out-of-class*;
 - xiv. Offering suggestions for improvement in the performance of your work unit through your supervisor, staff meetings, or by other established means;
 - xv. Demonstrating an open mind to new and creative initiatives and ideas;
 - xvi. Being available, prepared, and willing to help; and
 - xvii. Recognizing that you are the Department's representative, and as such, always acting in a friendly, courteous and respectful manner when interacting with all customers.
- b. **Respect the Rights of Others.** We hold each other in high regard for our shared dedication, expertise, and creativity, and we respect the rights and sensibilities of others by:
- i. Treating all people you meet in the workplace with dignity and respect and refraining from using insulting, threatening, or offensive language or behavior (refer to Personnel Rule 1.1 for examples of inappropriate behavior);
 - ii. Valuing the time, workloads and deadlines of others by being punctual and responding to requests in a timely manner;
 - iii. Following through with commitments and notifying appropriate parties if you are unable to fulfill those commitments; and
 - iv. Being polite and respectful to all internal and external customers.
- c. **Embrace Diversity.** We respect and appreciate each other's diverse backgrounds, cultures, and differences, whether those differences be race, color, age, sex, marital status, families with children status, sexual orientation, gender identity, political ideology, veteran status, creed, religion, ancestry, national origin, or disability, and we value each other's contributions by:
- i. Treating everyone equally without regard to protected class status;
 - ii. Supporting a workplace that is hospitable to everyone and free of discrimination;
 - iii. Refraining from engaging in conversation or behavior that devalues human dignity;
 - iv. Listening to others' points of view with respect and an open mind;
 - v. Being responsive to the needs of the diverse citizens and employees we serve;
 - vi. Not engaging in unacceptable behavior including the use of jokes, comments, or actions that may be perceived as biased, insulting, hurtful, or generally inappropriate in the workplace;
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- vii. Reporting alleged discrimination or harassment to supervisors for prompt investigation and resolution;
 - viii. Completing all diversity-related, mandatory training identified by the Legislative Department; and
 - ix. Making every attempt, including participation in informal and formal training, to understand cultural differences that may impede effective and respectful communications with co-workers and the public.
- d. **Promote Open and Respectful Communication.** We work to earn the confidence and trust of our customers and co-workers by promoting open and respectful communication, so we can rely on each other's integrity, ability and judgment. We do this by communicating directly, respectfully, and honestly, and by:
- i. Resolving issues before they become problems by discussing job concerns and actively listening to co-workers, your supervisor, and the public;
 - ii. Listening attentively to feedback from customers, supervisors and co-workers;
 - iii. Working honorably and professionally, and with respect for all you come in contact with;
 - iv. Promptly providing accurate and complete information in response to requests;
 - v. Following through with commitments and notifying relevant parties when unable to fulfill;
 - vi. Not using insulting, threatening, or otherwise offensive language in communicating with supervisors, staff, co-workers, or the public;
 - vii. Refraining from participation in negative gossip, the spread of rumors, or from revealing personal information that may be hurtful to co-workers; and
 - viii. Using humor wisely to lighten a tense situation to put things into perspective, or to gain a different point of view, but without offending co-workers or customers.
- e. **Handle Conflict Appropriately.** We handle conflict appropriately by:
- i. Recognizing that most conflict can be resolved through the use of good judgment, open communication, and willingness to seek appropriate compromise by building upon mutually held interests and goals;
 - ii. Resolving conflict through private and respectful discussion of the problem directly with the individual(s) involved;
 - iii. Bringing the matter to the attention of your immediate supervisor, if you cannot resolve the problem directly with the individual(s);
 - iv. Following the Department's complaint resolution procedure and the appropriate chain of management authority, and consulting Human Resources if necessary, in an effort to resolve conflict and work-related issues; and



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- v. Considering, in good faith, participation in the City's (confidential) *Alternative Dispute Resolution (ADR)* process.

 - f. **Report to Work as Scheduled.** We are depended upon individually and as members of a team to fully contribute, report to work as scheduled to be on time, and to work a full day. We do this by:
 - i. Reporting to work on time and working your established schedule;
 - ii. Notifying the supervisor (or designee) of your absence as much in advance as possible and in accordance with established procedures and/or directions given by the supervisor;
 - iii. Advising others of your absence from the office as required by your supervisor's or work unit's rules;
 - iv. Using sick leave appropriately and in compliance with City and Department policies;
 - v. Obtaining approval in advance for planned leave and reporting used, paid leave promptly and accurately;
 - vi. Using work time productively and efficiently to complete assignments as quickly and accurately as possible;
 - vii. Taking breaks and lunch as scheduled by your supervisor;
 - viii. Reporting to meetings on time, or if not possible, notifying the meeting organizer in advance;
 - ix. Complying with procedures and policies regarding the use and approval of overtime; and
 - x. Knowing in advance what expectations the Department may have for you in the event of inclement weather or emergencies.

 - g. **Report for Work Fit for Duty.** We contribute to the team and report to work fit for duty by:
 - i. Being well-rested, alert, and able to perform the essential functions of your job duties efficiently and safely; and
 - ii. Abstaining from the use of alcohol and illicit drugs that may interfere with your job performance. (Using, buying, selling, or possessing alcohol or illicit drugs in the workplace is strictly prohibited.)

 - h. **Training and Development.** We stay current with necessary work skills, improve upon work processes, and contribute to the quality of work life in our Department. To do this, we acquire the necessary training by:
 - i. Taking personal responsibility for your skill development, and for identifying training that will improve your performance and/ to prepare you for career opportunities within the Department or City;



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- ii. Completing all “Mandatory Training” and training identified by your supervisor within the prescribed time frame;
 - iii. Maintaining and updating your professional skills and technical knowledge to stay in pace with changing work practices or work-related requirements; and
 - iv. Identifying training needs during your Performance Appraisal.
- i. **Conduct Your Employment with Integrity, Honesty, and Professionalism.** We perform job duties with integrity, honesty, and professionalism by:
- i. Working ethically, and complying with the City’s Code of Ethics (visit <http://inweb/ethics/>);
 - ii. Complying with all local, state and federal regulations and ordinances, internal policies and procedures (visit <http://apps.leg.wa.gov/wac/> and http://inweb/legislative_dep/DeptPolicies/);
 - iii. Seeking information regarding ethical standards, conflict of interest, and appearance of conflict of interest when you have questions regarding your work. (You should bring these questions to the attention of your supervisor or seek clarification in City policies or other City resources, including the Ethics and Elections Commission); and
 - iv. Securing and not sharing sensitive business information, personal employee information, and personnel-related information, to maintain confidentiality and to protect the privacy of your co-workers and the public.
- j. **Work Safely and Make Proper Use of Equipment, Supplies, and Property.** We follow all City and Departmental safety regulations, drive safely, and make proper use of equipment, supplies, and property by:
- i. Accepting safety as a personal responsibilities for yourself and your co-workers;
 - ii. Keeping your City identification card on your person at all time;
 - iii. Reporting any suspicious activity immediately to your supervisor or a security representative;
 - iv. Understanding and complying with applicable City and Department safety regulations;
 - v. Using equipment, supplies, and property safely to avoid misuse, damage, or destruction of equipment or property of the Department or its employees;
 - vi. Complying with City and Department policies regarding the appropriate use of electronic equipment, including but not limited to computers, phones, and fax machines;
 - vii. Securing access to personal or confidential information contained on City equipment;
 - viii. Reporting all accidents, injuries, or hazardous conditions to your supervisor immediately;
 - ix. Practicing defensive driving when using City vehicles or traveling on City business;
 - x. Securing your keys, confidential files, access cards, and City-issued equipment responsibly;
 - xi. Keeping any and all weapons off of the work site;



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- xii. Following Department guidelines for escorting visitors; and
 - xiii. Returning all City property, including work products, when leaving employment with the Department.
3. POLICY, WORKPLACE EXPECTATIONS FOR SUPERVISORS, MANAGERS, AND ELECTED OFFICIALS (WHEN ACTING AS MANAGERS). Success of the organization is also based on effective leadership and on fair and consistent management practices. In addition to the preceding expectations, it is expected that supervisors and managers set the standard for their employees to follow. The following additional expectations apply to everyone in a leadership role.
- a. **Provide Leadership and Make Decisions.** We provide leadership and make decisions by:
 - i. Accepting the delegated authority and responsibility for the work assigned to you and your employees, and providing your employees with clear assignments and delegation;
 - ii. Fostering teamwork and high employee morale through pride in performance and accountability;
 - iii. Communicating to your employees that their jobs are important;
 - iv. Being fair and consistent in the management and care of all of your employees;
 - v. Securing and not sharing sensitive business information, personal employee information, and personnel-related information, to maintain confidentiality and to protect the privacy of your co-workers and the public, to the extent allowed by law;
 - vi. Taking the initiative, being proactive, and solving problems before they become bigger issues;
 - vii. Coordinating and cooperating with other department leaders to create and sustain a pleasant work environment;
 - viii. Making decisions within the scope of your responsibility;
 - ix. Following through as required and reporting appropriate information to higher level supervisory personnel;
 - x. Communicating and carrying out the activities required by City and Department rules, policies, and procedures;
 - xi. Requesting the resources and guidance you need to get your job done correctly;
 - xii. Completing mandatory supervisory training in a timely manner;
 - xiii. Maintaining and updating supervisory and leadership skills;
 - xiv. Maintaining and modeling a positive attitude toward the job, the Department, and your employees;
 - xv. Setting an example of the type of behavior and performance expected from those who report to you, and accepting that as a leader, you are held to a higher standard;



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- xvi. Ensuring that job instructions and day-to-day directions to your employees are articulated clearly and carried out completely; and
 - xvii. Developing and maintaining a succession plan for your work group or division.
- b. **Foster Communication and Evaluate Job Performance.** We foster open communication and evaluate job performance by:
- i. Modeling workplace expectations- remember that as a leader you are held to a higher standard;
 - ii. Promoting an atmosphere of respectful and open communication with all staff, management, and the public;
 - iii. Taking the initiative, in cooperation with other supervisors, to establish and maintain a problem-solving atmosphere that is respectful, supportive, and free from personal biases;
 - iv. Listening attentively and respectfully to your employees, other supervisors, management, and the public;
 - v. Communicating business needs in a clear, timely, and complete manner;
 - vi. Setting clear and realistic performance standards and ensuring communication of expectations, goals, work plans, and the need for improvements to all who report to you;
 - vii. Meeting with your staff on a regular basis;
 - viii. Encouraging excellence through the use of verbal and written recognition for a job well done;
 - ix. Addressing work performance issues promptly, providing constructive feedback to your employees on a continuous basis, developing corrective plans when performance is below acceptable standards, consulting Human Resources if necessary, and documenting appropriately;
 - x. Evaluating work performance fairly, consistently, and honestly, and completing a performance appraisal for each employee on a regular, annual basis;
 - xi. Promoting and supporting employee accountability for career development;
 - xii. Handling unpleasant or volatile situations involving employees in a manner that defuses the situation and resolves the problem;
 - xiii. Managing disciplinary situations in a sensitive, constructive, fair, and consistent manner;
 - xiv. Suggesting or referring employees to the services of the *Employee Assistance Program (EAP)* when appropriate, especially if work performance is being adversely affected;
 - xv. Responding to employee-related issues promptly and fairly; and
 - xvi. Complying with and reinforcing all Department policies and procedures.



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- c. **Forecast, Plan, Schedule and Manage Resources.** We manage resources, coordinate work, and communicate with others within and outside of the Department to use resources efficiently, anticipate workload impacts, and to maintain harmonious working relationships by:
- i. Planning, organizing, evaluating, and setting priorities that are clearly communicated to staff and management;
 - ii. Assigning work, scheduling tasks and anticipating potential problems to ensure that work is completed within deadlines;
 - iii. Developing budgets that meet management and policy directives, monitoring budget expenditures and revenues regularly, taking corrective actions when there are variances and reporting variances that cannot be corrected;
 - iv. Being flexible in applying new ideas methods, techniques, or processes to improve the way work is performed;
 - v. Reviewing and updating office procedures and practices appropriately;
 - vi. Evaluating using available workload and accounting data to look for innovative ways to reduce costs and increase service levels and productivity;
 - vii. Examining work processes to identify alternative and innovative ways to reduce costs and increase service levels and productivity;
 - viii. Recognizing symptoms of problems and resolving them quickly before the employee's or the unit's performance is affected;
 - ix. Notifying other divisions about changes in deadlines or projects which might delay or otherwise impact their work;
 - x. Identifying and involving others when embarking upon a project that they have a business need to know about, or when their expertise may be helpful; and,
 - xi. Informing, discussing, and providing comments or evaluations as appropriate.
- d. **Provide a Work Environment Free of Discrimination.** We provide a work environment free of discrimination and we respect the differences of the many cultural backgrounds in our workforce and communities by:
- i. Promoting a work environment free of discrimination and harassment;
 - ii. Recognizing human worth and cultural differences, and not using or condoning conversation or behavior that devalues human dignity;
 - iii. Investigating any allegation of discrimination or harassment promptly, notifying Human Resources, and taking corrective action when required;
 - iv. Dealing with complaints and conflict in a timely fashion and at the lowest possible level necessary for prompt and fair resolution;



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- v. Delegating assignments based on overall qualifications and not based upon race, color, age, sex, marital status, families with children status, sexual orientation, gender identity, political ideology, veteran status, creed, religion, ancestry, national origin, or disability;
- vi. Not engaging in practices of favoritism among staff;
- vii. Seeking out employee suggestions for improved work environment and conditions; and
- viii. Delivering services to the public without discrimination.

e. Select, Develop, and Manage People. We attract, train, develop, and manage staff to achieve Department and division goals by:

- i. Anticipating and filling vacant positions in a timely manner, in compliance with applicable hiring policies, procedures and practices;
- ii. Selecting the best qualified candidates for open positions, based on minimum qualifications, desired qualifications, organizational and job fit, and demonstrated abilities;
- iii. Identifying and maintaining a list of publications, agencies, groups, and professional organizations that represent diverse ethnic groups, and posting open positions with them when conducting an external search;
- iv. Actively supporting the Department's commitment to diversity by equitably providing employment opportunities for all groups through recruitment, training, internships, and other special programs;
- v. Orienting, training, and providing support to new and recently promoted employees to maximize their opportunity for success;
- vi. Clarifying responsibilities, procedures, and performance expectations, both orally and in writing;
- vii. Monitoring and ensuring that staff complete all "Mandatory Training" identified by Human Resources in a timely manner;
- viii. Creating an annual training plan to address staff skill deficiencies, and to facilitate job enhancements and career development;
- ix. Seeking effective training opportunities and budgeting funds to meet staff needs;
- x. Encouraging and supporting employees to attend schools, seminars, and/or in-house training related to the work and mission of the Department, which would increase skills, improve productivity, and enhance upward mobility;
- xi. Providing training and tools needed for your staff to be successful;
- xii. Providing cross-training opportunities for unit effectiveness and upward mobility;
- xiii. Evaluating and encouraging employee development and implementation of new skills; and
- xiv. Adhering to appropriate personnel rules, Department policies and other applicable guidelines.



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- f. **Provide a Healthy and Safe Work Environment.** We provide a safe work environment for all employees by:
- i. Promoting accident prevention and wellness programs through example, education, and training;
 - ii. Holding each employee responsible for following safe work practices;
 - iii. Correcting dangerous work conditions;
 - iv. Reporting potential safety issues promptly; and
 - v. Following reporting procedures in the event of on-the-job accidents or injuries.