

'This is Where We Want to Work'

We are the "people" of this organization. Not simply city workers – people. People who are honoured to serve this community.

We are proud of what we do. And what we do is every bit as important as how we do it.

We strive to understand and appreciate the needs of those we serve. One of the most important measures of our success is how we treat other people.

We walk in their shoes. We listen. And we respond.

We treat one another with the same respect and fairness. We build trust together. We talk openly. We hear and consider multiple interests. And we share the information that we need to do our jobs well.

Sometimes we debate. We don't always make popular decisions. But we always stand behind them.

We are diverse. We all see and experience differently. We are who we are. We believe that we all have value. We embrace and build upon our unique histories, expertise and aspirations.

We seek the best people and promote continued development. We encourage and mentor one another to reach our full potential. We have fun. And we know the power of "thank you."

We don't work in silos. We work together. Because our success depends on all of us.

We are honest. We are humble. We do what we say we're going to do. We do the right thing. For our citizens and our community. And for ourselves.

We can all be leaders – leading by example. Through attitude and action. From out front or from behind.

We stand up for what we believe in. And we don't do things just because that's the way they've always been done.

But the point is that we do things. We don't just talk about them. We finish what we start.

Sometimes we make mistakes. Sometimes we have to start over. That's okay. That's how we learn. We change. We grow.

We share an unwavering commitment to excellence in everything that we do. We go the extra mile. Because our work makes a difference in the lives of citizens. Everyday.

We make history happen. We are helping to build the world – one neighbourhood at a time.

365 Words to Live By Everyday of the Year

The words on the adjacent page belong to us as the employees of the City of Kitchener. Whether we're full-time, part-time, contract, brand new, been here 30 years – or we're somewhere in between.

"*This is Where We Want to Work*" represents what we've said would make this a great place to work. It identifies our shared values – and knits them together to create the big picture of our ideal corporate culture.

We created this big picture by reflecting back on what we've said about leadership and corporate culture in recent years through various staff forums, focus groups, staff town hall meetings, informal discussions, consultations and the Employee Culture Survey.

A draft of "*This is Where We Want to Work*" was created in the spring of 2008 by a group of our coworkers, based on all of our previous feedback. Subsequently, many of us participated in a staff consultation process that saw the draft vision refined to the words we see today. Some of the lines are direct snippets and suggestions from the feedback we received.

The vast majority of those of us who took the time to respond during the consultation on the draft vision statement

agreed that the words of "*This is Where We Want to Work*" describe the place we want to come to every day.

Some of us said we already work there. Some of us said our work unit still has a long way to go to get there. And many others said that we saw bits and pieces in the vision that are real to us right now – and others that aren't.

At the very least, our "*This is Where We Want to Work*" vision, gets us all on the same page.

It embodies the shared values that we want to guide our work with the community, and with one another – **respect, compassion, trust, collaboration, innovation, accountability, diversity, integrity, self-awareness, humility, change and growth, equity, engagement and community mindedness.**

"*This is Where We Want to Work*" is the foundation of our People Plan – it's a touchstone for the kind of corporate culture we will strive to create for ourselves.

It describes our ideal destination – but just as importantly, it describes the way we have to travel if we're ever going to get there.

