**State of North Carolina Organizational Values Planning Section**

**These are the broad, overarching employability competencies that the State of North Carolina expects from employees in addition to specific job duties and goals.**

**ACCOUNTABILITY - Accepts full responsibility for oneself and for one’s contribution as a team member; displays honesty and truthfulness; confronts problems quickly; displays a strong commitment to organizational success and inspires others to commit to goals; demonstrates a commitment to delivering on his/her public duty and presenting oneself as a credible representative of the agency and state, to maintain the public’s trust.**

**ETHICS & INTEGRITY - Maintains social, ethical, and organizational norms. Firmly adheres to codes of conduct and ethical principles. Works and communicates in a direct and honest manner with colleagues and clients. Follows through on commitments and obligations. Interacts in a way that builds others' confidence in the intentions of the individual and of the organization.**

**TEAMWORK & COLLABORATION - Cooperates with others to accomplish common goals. Works with external constituents and other employees to achieve shared goals. Treats others with dignity and respect. Maintains a friendly demeanor. Values the contributions of others. Communicates confidently and clearly using visual, written, and verbal methods. Understands, respects, and responds non-judgmentally to those different from him-/herself. Builds effective teamwork. Uses negotiation and persuasion to mobilize others to work toward a common goal.**

**CUSTOMER SERVICE - Consistently demonstrates a strong commitment to providing value-added services to external and internal customers. Proactively identifies customer needs and requirements, delivers quality service, and continuously improves performance of self and others. Develops, implements, and evaluates work processes which are both efficient and effective from the customers’ perspectives.**

**DIVERSITY & INCLUSION - Demonstrates an open-minded approach to understanding people, regardless of their gender, age, race, national origin, religion, ethnicity, disability status, or other characteristics; treats all people fairly and consistently and with dignity and respect; effectively builds an inclusive work environment, composed of people from diverse backgrounds and with diverse perspectives, where everyone feels welcomed and valued and is allowed the opportunity to use his/her skills, abilities, and knowledge to succeed.**

**SAFETY & HEALTH - Consistently demonstrates a strong commitment to providing state employees with a safe and healthy workplace. Proactively identified and reduces, or takes action to reduce, risks and hazards and abides by regulatory requirements. Understands the importance of safe work practices and personal protective equipment, enables assigned employees to do the same, and acts to correct unsafe conditions, not waiting for others to correct issues. Develops, implements, and evaluates work processes (utilizes Hazard Recognition practices) that address immediate risk and also improves systems to address future risk. Complies with all state and agency safety requirements for the position, including training, medical clearance, use of personal protective equipment, injuries/illness reporting requirements, and medical treatment for work-related injuries/illness.**