

# YOLO COUNTY S.P.I.R.I.T. VALUES & CORE COMPETENCIES DEFINITIONS

Values are the beliefs or ideals shared throughout the organization that define what we believe is important, meaningful, and right, in the pursuit of our mission.

**The Yolo Way**

*Making a difference  
by enhancing the quality of life  
in our community.*

**HOW WE MAKE A DIFFERENCE**

As Yolo County employees, we recognize this is a great place to live and work. We are committed to doing right by others through public service and maintaining the trust of our residents and peers. Together, we will continue to foster a healthy, supportive and professional environment, striving always for excellence.

 <b>SERVICE</b> We make certain that the best available assistance is provided to the client/customer/consumer.	 <b>PERFORMANCE</b> We embrace challenges and opportunities and demonstrate the pride of ownership in the work that we do for the County.	 <b>INTEGRITY</b> We set a standard for fairness and equality in the workplace and inspire others to meet that standard.	 <b>RESPONSIBILITY</b> We know that our work reflects on the work of others and on the reputation of the County as a whole.	 <b>INNOVATION</b> We encourage creativity in others and challenge patterns of thinking in a supportive and enthusiastic manner.	 <b>TEAMWORK</b> Our teams motivate others to share ideas and practices, and participate in opportunities for improving the delivery of services throughout the County.
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Our core competencies demonstrate our values! Core competencies are the translation of our values to everyday work behaviors. These observable behaviors result in various abilities, skills, knowledge, motivations, and traits an employee may possess and exhibit on the job.

- **Customer Focus:** Providing exceptional service
- **Integrity and Ethics:** Being trustworthy and responsible for one's actions
- **Communication:** Listening and speaking / Getting ideas across in writing
- **Critical Thinking and Problem Solving:** Analytically and logically evaluating information, issues, and problems
- **Teamwork:** Blending one's capabilities and effort with those of others toward a common goal
- **Adaptability:** Adjusting to change or to the emergent demands of the situation

When aligned to County values core competencies can be identified, measured, supported, and demonstrated in a variety of ways.

- Employee Engagement
- Recruitment / Interviewing
- Effective Onboarding
- Ongoing Education / Training
- Talent Management / Coaching and Goal Setting
- Professional Development

YES Team!

[www.yolocounty.org/yesteam](http://www.yolocounty.org/yesteam) :: [yesteam@yolocounty.org](mailto:yesteam@yolocounty.org)

Yolo Encourages Success through Talent Engagement, Assistance & Motivation



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## Detailed Core Competency Definitions

### Customer Focus

#### Providing Exceptional Service

- Shows interest and understands the needs, expectations, and circumstances of internal and external customers.
- Explores options and pursues solutions until customers are satisfied.
- Is responsive, pleasant, professional, and easy to do business with.
- Looks at the organization and its services from the customer's point of view.
- Seeks and uses customer feedback to improve services or products.

### Integrity and Ethics

#### Being Trustworthy and Responsible for One's Actions

- Can be counted on to be true to his/her word.
- Takes responsibility for his/her actions.
- Willing to do the difficult but right thing.
- Builds trust through reliability and authenticity.
- Recognizes and diligently handles personal and confidential information.
- Avoids conflicts of interest.
- Acts ethically beyond reproach.
- Deals quickly with breaches in ethics.

### Communication

#### Listening and Speaking

- Shows attention through verbal and nonverbal cues (e.g., eye contact, smiling, nodding, body orientation).
- Uses correct vocabulary and grammar.
- Presents information clearly and in an organized manner.
- Gets to the point.
- Picks up on nuances in tone and meaning.
- Checks for comprehension and shows understanding by paraphrasing and reporting appropriately.
- Questions others skillfully. Adjusts vocabulary and formality according to the audience and purpose.
- Uses tone, inflection, pauses, and body language for increased impact.

#### Getting Ideas Across in Writing

- Uses correct vocabulary, grammar, sentence structure, spelling, and punctuation.
- Presents information clearly and in an organized, and cogent manner.
- Varies content, tone and style to suit the purpose and intended reader.
- Makes the desired impact.
- Uses bullet points and tables to organize and present information that is detailed or complex.

### Critical Thinking and Problem Solving

#### Analytically and Logically Evaluating Information, Issues, and Problems

- Breaks down problems into components and recognizes interrelationships.
- Shows insight into the root-causes of problems or issues.
- Uses all pertinent facts and data.
- Detects flaws, inconsistencies, and illogical conclusions in poorly structured arguments.
- Recognizes compelling arguments on the basis of their solid data, assumptions, and logic.
- Shows sensitivity to potential or latent problems.
- Generates a range of alternative solutions and courses of action with benefits, costs and risks associated with each.

### Teamwork

#### Blending One's Capabilities and Effort with Those of Others Toward a Common Goal

- Understand one's role on the team and does whatever is needed to make the team a success.
- Helps team members who need or ask for assistance.
- Puts team results ahead of personal success.
- Won't stand by and let a teammate struggle or fail.
- Shares credit for group accomplishments.

### Adaptability

#### Adjusting to change or to the emergent demands of the situation

- Responds to change in a positive manner, quickly adapting work methods or learning and implementing new work methods or procedures.
- Adjusts quickly to changes in assignments and priorities.
- Versatile in shifting roles.