



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.