



SERVICE:

- Customer Service - DGO provides support and solutions to help clients solve problems in an efficient, innovative, and "customer-friendly" way.
- Public Service - DGO members impact the quality of life of Utah's citizens by helping its customer agencies fulfill their missions.
- Peer-to-Peer Service - DGO fosters a climate of teamwork, collaboration, and interdependence and rejects the "it's not my job" mentality.

ENGAGEMENT:

- Purpose and Meaning - DGO professionals understand how their work is aligned to organizational purpose and goals that produce public value.
- Empowerment - DGO employees have the resources, information, and self-efficacy needed to make decisions about how their work gets done and problems get solved.
- Belonging - DGO creates a positive environment in which every person feels valued, respected, appreciated, and supported.

ACCOUNTABILITY:

- Results - DGO continuously generates measurable, value-added results.
- Clarity - DGO provides clear expectations for what is required of employees to be successful in their work.
- Growth - DGO employees receive coaching, regular feedback, recognition, and opportunities for professional development.

TRUST:

- Transparency - DGO champions transparency and psychological safety with open, two-way communication that invites differing perspectives.
- Integrity - DGO members hold themselves to the highest ethical standards, acting with integrity and honesty.
- Credibility - DGO maintains credibility with its stakeholders through competence, expertise, and the professionalism of its members.