WFMO Values and Behaviors

The below values align expectations around the behaviors that are expected from members of the WFMO team. When implemented, these values will drive achievement of our mission and vision.

1. Be Accountable and Responsible for NOAA’s Human Capital Outcomes
   - We take personal ownership and initiative to get Title 5 right.
   - We advocate for the interests of our customers to drive mission success.
   - We break down silos and work across organizational lines to achieve the best outcome.
   - We work together to follow up, follow through, and anticipate our customers’ needs.

2. Relentlessly Drive to Solutions
   - We understand our customers’ missions and create solutions tailored to their needs.
   - We think critically about problems and their root causes to find lasting solutions.
   - We research and share best practices to enable creative insights and alternatives.
   - We leverage flexibilities within the intent of law and regulations.

3. Provide a Consistent, Quality Experience
   - We set high quality standards and take pride in the work we execute and enable.
   - We are responsive, accessible, and treat everyone with respect.
   - We don’t accept the status quo; we continuously improve the way we deliver service.
   - We track and report outcomes to drive improvements and create transparency with our customers.

4. Empower Through Tools, Education, and Authority
   - We continuously build our knowledge and expertise to strengthen our core capabilities.
   - We are empowered to make decisions, which benefit those we serve.
   - We treat every customer interaction as an opportunity to educate and provide tools to enable success.
   - We provide our customers with information to understand their options and the scope of their authority.

5. Build Trusted Relationships
   - We bring a positive and encouraging attitude to every interaction.
   - We are open and transparent in sharing information.
   - We do what we say we’re going to do because our word is our commitment.
   - We assume responsibility for helping others and take the time to explain the why.