

Calgary



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The City of Calgary

Putting People First

SDLP Graduation
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Five Lessons

1. Develop values
2. Create a culture of feedback
3. Lead with courage
4. Build connections
5. Provide guidance

1. Develop Values

Shared values:
Individual responsibility;
Collective accountability.

4 Cs

CHARACTER

we behave the right way

COMMITMENT

we are dedicated to the greater public good

COMPETENCE

we do the right things the right way

COLLABORATION

we work together for a common purpose

2. Create a Culture of Feedback

“Employee trust helps create a culture where it’s safe to speak up... Ask questions frequently and provide an avenue for people to communicate their concerns. When people communicate openly, inappropriate behavior can be illuminated and eradicated.”

3. Lead with Courage

“When someone comes to a leader with a concern, their job is to listen and take action in order to defend the tribe...

Protecting the tribe begins at the most basic level of personal safety.”

Employee promise: The City supports a safe and respectful work environment. Above all, employees are afforded the same concern, trust, respect and caring attitude they are expected to share with every Calgary resident, business and visitor.

4. Build Connections

“In healthy cultures, managers can tell when something is wrong and they want to know about it.

That can lead to a simple question like, *is everything ok?*

The manager should not take on the role of therapist, but they should find away to support the person who is suffering.”

5. Provide Guidance

“People management is not easy. It requires a particular set of skills, talents and attributes like empathy and active listening.

Managers must have a mindset and skillset to bring out the best in others.”

“Leadership is about listening, caring and acting with integrity and honour. It’s about guiding people to contribute something of exceptional value and becoming their best selves in the process.”

Our Culture

**WE ARE
ONE CITY
ONE VOICE**

Calgary



Thank you for all you do!