

December 1, 2017

**Hand Delivered**

Suzy Jones  
1234 Main Street  
Victoria BC, V8R 1H5

Dear Suzy:

**Re: Letter of Expectations**

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The purpose of this letter is to communicate to you the ministry's expectations about the duties and responsibilities associated with your Clerk position. If after reading this letter you have any questions or comments, I would be pleased to discuss them in greater detail with you.

A shared understanding of the following key areas will assist both our working relationship and our ability to deliver quality service to our clients.

**Standards of Conduct and Workplace Behaviour**

The [Standards of Conduct](#) applies to all persons and organizations covered by the [Public Service Act](#). Public service employees are expected to exhibit the highest standards of conduct in order to instill confidence and trust in the BC Public Service. The conduct of all public service employees must meet acceptable social standards as well as contribute to a positive work environment. The requirement to comply with these standards is a condition of employment. Employees are expected to exercise sound judgment, demonstrate tact and professionalism, be able to work independently and conduct themselves in a manner consistent with their authority and responsibility.

These guidelines and principles are meant to complement the similar provisions found within the BCGEU Master Agreement and general policies to assist in providing a collaborative, professional workplace free from discrimination, harassment, or strife with issues being resolved in a fair, transparent and respectful manner.

**Communication**

Effective communication is essential for achieving our mandate and business goals, and builds a solid foundation for a positive team environment. It is important to strive for good communication with all members of a team – including supervisors, peers and staff – that is open, clear, succinct, purposeful, timely, and respectful. Employees are expected to:

- Use sound judgment, tact and diplomacy when responding to any inquiries, correspondence, or e-mail communications that may be sensitive or contentious in nature.
- Behave in a manner that inspires trust, and respect confidentiality where appropriate.
- Discuss any staff member concerns with the person directly in a discreet and tactful manner. If concerns continue, discuss them with their supervisor.
- Not participate in, or contribute to, office gossip with or about other staff members.

- Take time to listen to what others are saying. Developing good listening skills assists in understanding the other person's situation.
- Demonstrate a cooperative and willing attitude at all times.

### Values in the Public Service

The professional values of the BC Public Service and its employees are:

- **Accountability** – Setting clear goals and measuring success; staying focused on the outcomes government is trying to achieve; taking responsibility for decisions and completing tasks; being consistently proactive in decisions; and showing the persistence and tenacity to overcome obstacles.
- **Courage** – Takes thoughtful risks in generating and implementing ideas; be biased toward action; apply imagination; empower others to take initiative even in uncertain times; look beyond the process to see the possible; and pursue a vision for the future.
- **Curiosity** – Seek better ways to achieve goals; pursue opportunities to learn and develop; welcome ideas from others; and be willing to learn from failure as well as success.
- **Integrity** – to uphold the Standards of Conduct for the BC Public Service and to do what is right as a professional public servant. This is the single overarching characteristic of the public service.
- **Passion** – Taking pride in their work in service to the public; seeing ideas and people succeed; being a model of motivation and a positive influence for others.
- **Service** – Maintaining a clear focus on creating positive outcomes for citizens; working collaboratively across government to enable success; valuing different viewpoints; and placing organizational objectives ahead of personal goals.
- **Teamwork** – Builds trust by respecting the contributions of others; encourages new ideas; contributes to larger goals and positive engagement; and depends on supporting others and sharing information.

### Conflict Resolution

Conflict is a form of communication intended to be a catalyst for productive conversation, change, innovation, and continuous improvement when conducted in a respectful manner. Negative conflict can be disruptive and damaging to the work environment. Employees are expected to adhere to the Standards of Conduct while working to resolve differences. This includes but is not limited to:

- Address conflict openly, timely, constructively, proactively, and respectfully.
- Recognize and take every reasonable effort to diffuse a conflict situation and to focus on resolution.
- Engage in respectful face-to-face discussions with the staff involved to reach common resolutions before moving the concern to a higher level.
- If the conflict is not resolved following an initial discussion, employees are to speak with their supervisor. If an employee believes the conflict directly involves their supervisor, they are expected to raise the concern with the supervisor through a face-to-face discussion. If the conflict is not resolved following a discussion with their supervisor, they are expected to speak with the Manager, Jen Rodríguez.
- Use the appropriate forums to bring forward a concern, allegation, or complaint. These forums include using the conflict resolution methods described above, or following the Collective Agreement process.
- Acknowledging the workplace structure and the responsibilities inherent in their role.
- Employees can find further information around promoting respect in the workplace through [MyHR - Promote Respect in the Workplace](#).

As your supervisor, I commit to providing you with regular feedback on the above expectations and your work performance. Any support that I can provide to assist you in your performance of your duties will be given; however, the onus is on you to meet the established expectations outlined above and achieve and maintain a satisfactory level of performance in your position as a Clerk.

If you have any questions or concerns regarding these expectations, please feel free to discuss them with me at any time.

Yours truly,

*C. Wong*

Charles Wong  
Supervisor

Pc: MyHR, employee personnel file

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