

EIGHT MODELS OF GOOD WORKPLACE CITIZENSHIP

A NOTE ABOUT CONTEXT:

In order to be a good workplace citizen, you must understand the context of what it means to be a good citizen in this particular organization. What are the structures, rules, customs, and leadership practices that are rewarded or reprimanded where you work?

1 THE 'BEST INTERESTS' MODEL

- Do what's best for the mission.
- Do what's best for the company.
- Do what's best for the customers.
- Do what's best for the employees.
- Do what's best for our partners and vendors.
- Do what's best for our community.

2 THE 'COMMUNITARIAN' MODEL

- Honesty.
- Compassion.
- Respect.
- Responsibility.
- Courage.

3 THE 'SOLID STANDARDS' MODEL

- Be on time, or a little bit early.
- Don't take long breaks.
- Don't leave early, and even stay a little late sometimes.
- Under-promise and over-deliver.
- Don't badmouth others and try not to speak of others unless they are present.
- Keep your word.
- Keep your confidences.
- Be an accurate source of information.
- Don't keep others waiting.
- Practice old-fashioned good manners

4 THE 'THEODORE ROOSEVELT' MODEL

- Theodore Roosevelt, the 26th President of the United States, defined good citizenship for an individual as being "able and willing to pull his weight."

MAKE YOUR OWN MODEL!

Brainstorm: Why might this approach to citizenship be in the best interests of the organization or your best interests as an employee? Consider the "best practices" or duties in the model, one by one.

5 THE 'RESPECT FOR OTHERS' MODEL

- Respect for other people's time.
- Respect for other people's workspace.
- Respect for other people's knowledge and experience.
- Respect for other people's labor.
- Respect for other people's resources.
- Respect for other people's ideas and creativity.
- Respect for other people's relationships at work.
- Respect for other people's wellbeing.

6 THE 'CIVIC' MODEL

- Deliberating civilly.
- Monitoring and reporting on activities of decision-makers.
- Building coalitions.
- Managing conflicts fairly and without violence.
- Petitioning, documenting, speaking, and providing evidence and arguments in favor and against different positions.

7 THE 'COMMON SENSE' MODEL

- Exhibit respect, kindness, courtesy, and good manners.
- Prepare in advance before meetings or one-on-one conversations so you are brief, direct, and clear.
- Take personal responsibility for everything you say and do.
- Don't make excuses when you make a mistake.
- Don't blame or complain.
- Don't take yourself too seriously.
- Always take your commitments and responsibilities seriously.
- Always give people credit for their achievements, no matter how small.

8 THE 'PERSONAL SACRIFICE' MODEL

- Giving your employer the benefit of a doubt when explanations are not immediately forthcoming.
- Patience in the face of protracted difficulties or delayed rewards.
- Candor and cooperation with peers and managers.
- Offering one's employer first rights of refusal in the face of a seemingly better offer.
- Doing more than required and expending discretionary effort in your work.
- Chipping in to perform above and beyond one's job description when needed.