



**Isle of Man**  
**Government**

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# Isle of Man Public Service Careers

## **Our People Qualities**

What they are, what they mean, what they embody

Working together for the Isle of Man

# Our People Qualities

Welcome to our document which explains all about the Isle of Man Public Service People Qualities.

We deliver a diverse range of services for the Isle of Man, but we know it isn't just about what we do, it matters to us how we do it.

**If you're interested in a career within the Isle of Man Public Service then understanding who we are and how we work will help you understand if we are the right fit for you. It's our values that shape how we work and reflect the expectations we have for ourselves and each other, they guide our decisions and the way we behave and are really important to us.**

They are:

- We value, trust and respect each other
- We listen to people and have open communication
- We encourage creativity and innovation

Often referred to as the 3C's, our people qualities support our values and tell you about the traits that we want to see in our people across the organisation. We use them for personal development and when selecting new members to join our team.

The people qualities are applied to all types of career within the public service and the framework outlines behaviours which are expected under each quality at all levels from entry to leadership positions.

They describe how we want you to demonstrate your **Capability**, your **Character** and your **Credibility**.

# Credibility

The quality of being believed in: having positive standing and authority

## Has open conversations

**Respect**-shows respect to others, listens and understands, welcomes different opinions.

**Clarity**-gives direction, provides answers and explains why to

## Addresses the issues

**Positive outcomes**-manages all levels of performance to create improvement

**Conflict**-prevents conflict where possible, deals with it positively, constructively and confidently

**Fairness**-demonstrates consistency and equality

## Builds supportive relationships

**Influence**-adapts communication to achieve win-win outcomes, collaborates and compromises for the greater good.

**Feedback**-provides positive and constructive feedback for supporting improvement , welcomes and values feedback

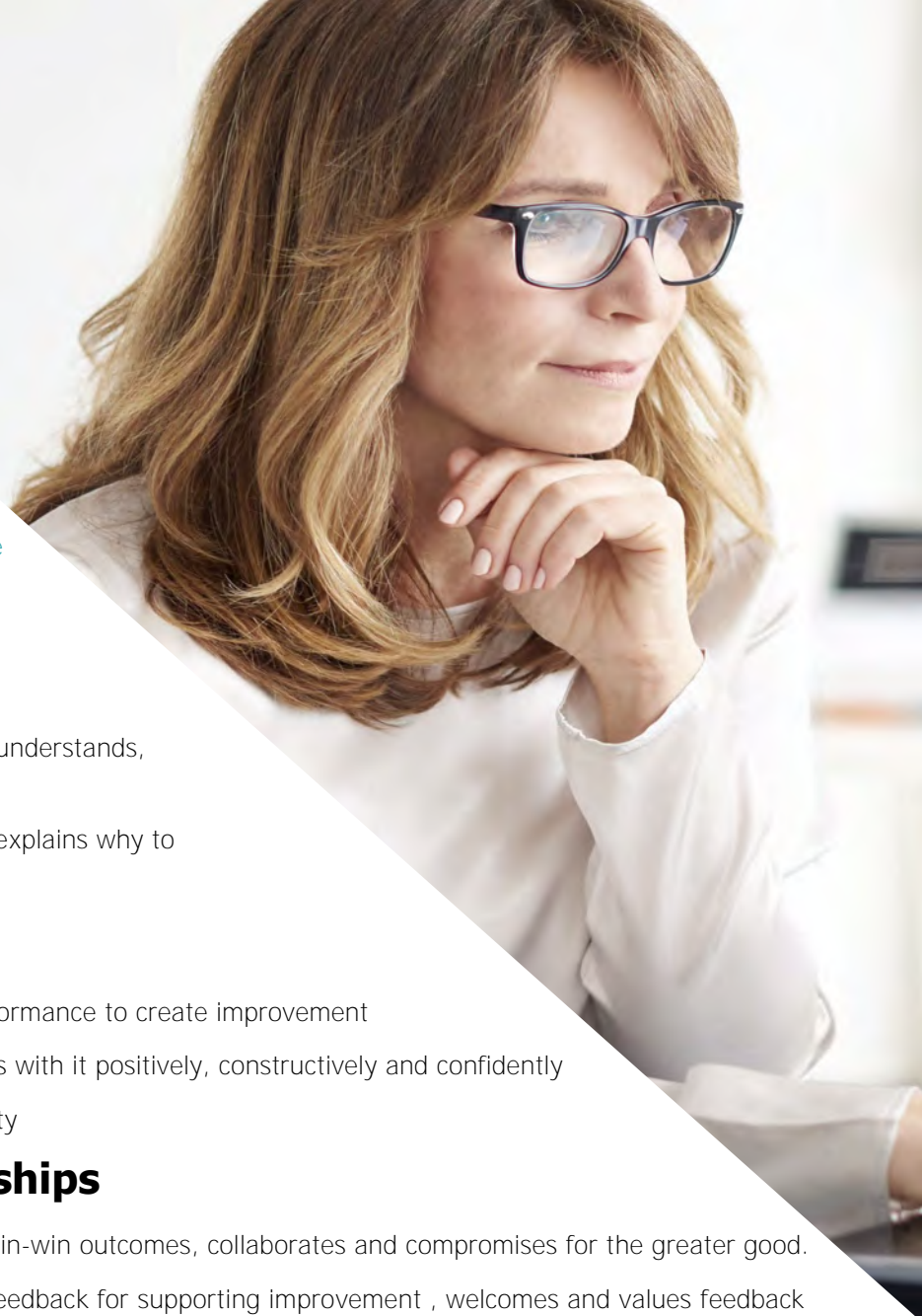
**Network**-creates two way, supportive networks internally and externally

## Professional and credible

**Personal responsibility**-delivers on targets and owns their work, responsible and accountable

**Impact**-presents self and work in a positive way

**Customer focused**-puts customers at the heart of everything



# Capability

The extent of an individual's ability: their capacity and potential

## Future focused

**Align**-works towards a shared direction linked to the IOM Government strategy

**Monitor**-monitors progress to goals, identifies and mitigates against Challenges

**Personal development**-continually seeks to develop professionally

## Makes considered decisions

**Balanced** -prepares, understands the true problem, considers impact on tasks and people

**Ethical**-appropriate for The Public Service, fair, accountable, trustworthy

**Timely**-acts with urgency, recognises others are impacted by your actions

## Encourages innovation and supports change

**Improve**-creative, seeks innovation for sustainable improvement

**Flexible**- adapts to change, recognises own way may not be the only way, agile learner and worker

**Proactive**-aware and anticipating, constantly develops service





# Character

The way a person thinks, feels and behaves: their personality and level of emotional intelligence

## Trusts and is trusted

**Reliable**-delivers on promises, sets goals and achieves them, does what they say they will do

**Honest**-moral courage, authentic, even when the truth is difficult

## Inspires, motivates and empowers

**Praise**-recognises achievement, values the contribution of others, gives credit

**Role Model**-high personal standards

**Personal**-understands the individual, gets the best from each person, empathises

## Positive energy drive

**Resilient**-strives to achieve, showing perseverance and commitment

**Urgency**-applies pace and importance to the right things, focuses, dynamic

**Passionate**- believes in the service, enthusiastic, speaks positively about The Public Service

