

Ministry of Housing and Social Development  
***Organizational Values and Service Code***

## **Glossary of Terms**

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### ***Collaboration...***

is a term used to describe working jointly with others to complete a task or fulfill a role. When you collaborate with someone, you may often times offer assistance specific to your abilities in order to fill in a piece of the bigger picture, of which your colleagues are also a part.

### ***Dialogue...***

means an active and reciprocated conversation or interaction between two or more people; the notion of dialogue is participatory, it means that those involved in the dialogue are engaged and contributing.

### ***Goodwill...***

speaks to an overall attitude of kindness or friendliness; when you hold others in goodwill, you make an effort to maintain or strive for a positive relationship with those you work with.

### ***Honesty...***

involves being truthful and transparent.

### ***Impartiality...***

requires you to act solely according to the merits of the case and without bias. In a politically impartial Civil Service, you must not let your own political views influence your work, nor use official resources for party-political purposes.

### ***Inclusiveness...***

speaks to the attempt to include and engage staff in the broadest terms possible. In other words, to include as many people as possible in an event or project, whether they are involved directly in its implementation or included in the communications surrounding important initiatives.

### ***Integrity...***

is about putting the public good above your own personal interests in whatever you do as a civil servant.

### ***Objectivity...***

means that you base your advice and decisions on rigorous analysis of the evidence, without allowing your own personal opinions to influence your judgment.