

As a unified CareerSource Florida network of workforce investment boards and career centers, we adhere to strong values. We are business-driven. We seek to continuously improve in our methods and results. We work with integrity. We are talent-focused and purpose-driven in connecting businesses with job seekers at every stage of their careers. These Guiding Practices serve as a reminder of ways we can continue to collaborate, innovate and lead every day to deliver the CareerSource Florida brand promise to our customers.

Business-Driven

- Work to actively recruit new employers.
- Research ways to better understand employers in my region who we are not currently serving.
- Speak regularly with employers about the skill sets they need for their jobs now, next year and beyond.
- Seek new training opportunities to help serve employers and provide employees and job seekers with new skills.
- Act both strategically and tactically to serve our current employers as well as future employers.

Continuous Improvement

- Look for opportunities to improve the processes I and my coworkers use.
- Seek out and act on feedback to enhance my own skills.
- Thank people for the feedback I receive.
- Continually reach out to businesses, chambers of commerce, training providers and other partners to see how we might improve our services or processes.
- Actively work to identify and act on solutions.
- Take the initiative to make changes, not excuses.
- Seek ways to improve upon how we respond to the needs of individuals.
- Seek resources to overcome obstacles.

Integrity

- Do all I can to protect the public trust.
- Be accountable for my actions. Take responsibility for results even when things go wrong.
- Clearly communicate what I am doing to minimize misunderstandings.
- Make commitments carefully and keep them.
- Work to earn and keep the trust of my coworkers and customers.
- Be a good steward of my organization's financial resources and protect its good name.

Talent Focus

- Work actively to improve my own skills and capabilities for today's and tomorrow's challenges and opportunities.
- Know the skills and core competencies that businesses in our region need.
- Work with training providers in my region to help them provide the skills and core competencies that our businesses need now and in the near future.
- Help job seekers see how their existing skills might transfer to new roles/opportunities.
- Identify obstacles for individuals that might prevent them from attaining employment and help them overcome those obstacles.
- Relentlessly pursue job opportunities for all job seekers and workers.
- Be resourceful and know where to refer people when I cannot personally supply information or a solution.

Purpose-Driven

- Genuinely care for others and show them that I care in ways they can see and understand.
- Respect the dignity of every person and every occupation.
- Begin with the end in mind.
- Think creatively towards solutions that will lead to the best outcomes.
- Seek to understand the needs of my customers to ensure I deliver according to their expectations.
- Help my customers create plans that will allow them to realize and achieve their goals.
- Remember I'm here to serve others; it is not about me.
- Follow up. The difference between someone fulfilling their goals and not may be me.
- Be a workforce advocate. Ensure others know who we are and why we are here.