



Town of Great Barrington

Town Manager's Office



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Organizational Shared Commitments

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To ensure we remain aligned and intentional in how we work together, this document reflects the collection of our team's shared practices and commitments. These serve as our collective ground zero — the baseline for how we communicate, make decisions, and uphold the values that define Great Barrington's leadership culture.

They emphasize our shared responsibility, consistency, integrity, accountability, and commitment to excellence. Just as importantly, they clarify what we can expect from one another — collaboration, trust, and mutual respect.

Building upon the SWAB Analysis (Shared Values, Ways of Working, Attitudes, and Behaviors) we completed together on my first day as Town Manager (November 3, 2025), the list below will help us continually reflect honestly on who we are as a team in real time and what kind of culture we aspire to strengthen moving forward. Our practices that follow will aim to capture the essence of this "reset" conversation where we are dedicated on transforming reflection into action, setting a clear foundation for how we'll continue to grow, lead, and support one another.

Culture = (Values + Behavior) x Consistency

COMMITMENT TO SHARED VALUES

The Principles That Ground Us

Our shared values form the foundation of who we are as a team. They define the principles that guide our decisions, shape our relationships, and align our efforts with the community we serve. These beliefs remind us why we do what we do and keep our purpose clear through every challenge and change.

- We take ownership of our **duties and responsibilities**, recognizing that public service requires consistency, care, and accountability.
- We operate with **transparency**, holding ourselves **accountable** to each other and to the residents we serve.
- We are **guided by the mission**.

“Committed to providing quality services to the entire community through good planning and cost-effective measures.”

- We approach our work with **compassion** and empathy, **caring** for one another and for our community.
- We believe in **growth and innovation** — always seeking ways to improve and adapt to new challenges.
- We act with **environmental and situational awareness**, recognizing our shared responsibility to protect and sustain our surroundings.
- We **communicate** clearly, honestly, and respectfully to ensure understanding and trust.
- We are motivated by a **genuine desire to serve others** and make a positive impact

COMMITMENT TO THE WAY WE WORK

The Practices That Bring Our Values to Life

The way we work determines how our values come to life each day. Through open communication, collaboration, and mutual respect, we strengthen our collective impact. These practices ensure that every voice is heard, every contribution is valued, and our teamwork remains rooted in trust and transparency.

- We see **every person** as **equal in worth and value** within the organization.
- We prioritize **genuine communication** — talking face-to-face, asking questions, and listening to understand.
- We **collaborate** in small groups and across departments, sharing information and supporting one another to achieve shared goals.
- We believe that **training, mentoring, and learning from one another** are essential to our collective success.
- We treat one another with **respect and care**, offering help, encouragement, and recognition.
- We will work to uphold unified, **clear and concise standards and goals** so that services and expectations are consistently provided and outcomes measurable.

COMMITMENT TO OUR ATTITUDE

The Mindset That Shapes Our Culture

Our attitudes set the tone for how we show up — with empathy, optimism, and gratitude. By fostering a positive mindset and emotional awareness, we create a supportive environment where ideas grow, challenges are met with creativity, and success is shared across the organization.

- We recognize that both **positivity and negativity are contagious**, so we choose optimism and encouragement.
- We value **emotional awareness** and seek to understand how our words and actions affect others.

- We **practice gratitude and respect**, acknowledging the efforts and contributions of our colleagues.
- We **honor each person’s unique experiences and perspectives** as valuable parts of our collective wisdom.
- We **maintain open minds** and a sense of humor, finding balance and humanity in our work.
- We approach challenges with confidence and creativity, believing that **“I can” and “we can”** are going to be key to our success in achieving the mission.
- We acknowledge that **we are all human** and are deserving of patience and understanding.
- We **demonstrate empathy** for the day-to-day responsibilities and demands placed on each of us.

COMMITMENT TO OUR STANDARDS OF BEHAVIOR

What We Uphold and What We Reject

Our behaviors are the visible expression of our culture, what we choose to model and what we refuse to accept. By holding ourselves accountable and addressing actions that diminish respect or trust, we protect the integrity of our workplace and uphold the standards that define Great Barrington’s leadership culture.

- We **do not tolerate disrespect** in any form... toward colleagues, community members, or ourselves.
- We **reject “us versus them” thinking** and instead foster unity and collaboration.
- We **never bully, belittle, or diminish others**; we lift people up through encouragement and fairness.
- We **hold ourselves accountable** to our processes, rules, and standards, understanding that structure builds trust.

- We **avoid creating silos** and instead share information and resources across the organization.
 - We **do not ignore or silence others** intentionally; inclusion and communication are essential.
 - We **welcome diverse perspectives** and maintain a spirit of openness and kindness.
 - We **reject a “not my job” mindset** and take initiative where help is needed.
 - We **follow through on promises and commitments**, knowing our reliability defines our integrity.
 - We **refuse to gossip or spread negativity** that undermines trust.
 - We **actively contribute** to maintaining a **safe and respectful environment** for all.
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