



STRATEGIC PLAN

MISSION STATEMENT

“We serve business and government to improve the lives of Tennesseans.”

VISION STATEMENT

“We envision Tennessee as a global leader with thriving business and industry, efficient and effective government, and vibrant communities.”

VALUES STATEMENT

“At the Institute for Public Service we value people, diversity, relationships, integrity, and excellence.”

People // our greatest asset and the focus of our services.

- Expecting open and honest feedback within a safe and respectful environment;
- Supporting every individual's ability to take ownership and make creative decisions with the freedom to fail;
- Supporting professional development; and
- Encouraging personal growth and a healthy life balance.

Diversity // enriches and strengthens us and the people and organizations we serve.

- Pledging ourselves to maintaining an environment that respects and reflects a diversity of cultures, experiences, and ideas;
- Valuing inclusion in organizations, programs, and work; and
- Acknowledging and honoring the fundamental value and dignity of all individuals.

Relationships // the foundation for superior service and positive influence.

- Knowing partnerships are critical to our success;
- Actively listening and speaking, seeking to understand;
- Working from a perspective of knowing and supporting others as individuals; and
- Celebrating our successes and the successes of others.

Integrity // protects, empowers, and unites us.

- Being transparent, honest and fair;
- Doing what is right;
- Upholding promises, commitments, and confidences; and
- Accepting responsibility for our words and actions.

Excellence // always striving for what ought to be.

- Striving to provide high-quality, timely, accurate information with creative and proven solutions;
- Taking measured risks to support unique solutions to problems;
- Focusing on continuously improving our services and performance- always seeking to positively improve our reputation;
- Paying attention to details while maintaining the complete perspective; and
- Meeting current issues and future trends to inspire innovation.

Goals:

- IPS Funding will Meet Expanding Customer Needs by 2022
- IPS Will Deliver Best-in-Class Customer-Focused Education and Technical Assistance
- We Will Develop a Diverse and Highly Skilled Workforce that Embodies the Values of Integrity, Accountability and Professionalism
- We will Communicate the Impact, Value and Story of IPS