



Communication Credo

We at DEQ provide excellent service and show that we care by this Communication Credo:

- We listen actively and respect the opinions of others.
- We are clear and concise.
- We resolve issues of conflict with others in an up front manner.
- We are honest about what we know and don't know.
- We confirm a decision with others so it's clear what we are going to do.
- We are personally responsible for following through on our commitments.
- We focus on what's right rather than who's right.
- We offer solutions.
- We communicate the reason for our actions, not just "the rules."
- We remain positive even when delivering negative information.