MOQ Limited

Vision and Values

MOQ

We help people achieve more with Technology

That's our niche
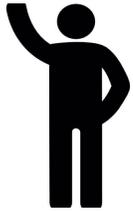
MOQdigital.
Leading Business Transformation

Above and Beyond to get a Result

That's our passion

MOQdigital.
Leading Business Transformation

Our Values

What makes us - us

We're the first to put our hand up, take ownership and have initiative

We're genuinely concerned about the welfare of others

We value a growth mindset, smart, creative thinking and the ability to simplify

We're open , honest, and polite – with no politics allowed

We're fixer's – not finger pointers

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Our Values as Virtues

Values are the principles that are help us judge what is important to chaperone our culture. At MOQdigital we describe these as virtues. They are the behaviours that define our standards.

We are all judged on what we do, not just what we say, so it's critical that to understand what these values stand for and how you will be expected to demonstrate them to others. Let's explore each in detail.

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Ownership

We're the first to put our hand up, take ownership and have initiative.

If there is something to be done, if someone needs help. Put up your hand. Never ask of others what you are not willing to do yourself. If your team see you leave in the middle of a crisis, or expect them to handle an out of hours issue and you are not willing to be there with them, what message does that send? Putting up your hand is about being willing to have a go, being willing to be in the boat, not just a bystander. Think about what this means to your particular situation? What examples can you think of?

We are facing a time of great change. With change comes opportunity, but also uncertainty. Not everything is written down, not everything has a process, but we will be explicit about critical governance that must be followed. Our success lies in people taking ownership where it's missing. Sometimes you will see an issue that you didn't create or a problem that needs to be solved. Everyone is expected to take ownership of what they see, until they are able to resolve or refer to someone who might be better placed. There is no such thing as "not my job". Here are a few examples:

- First into the office and the Dishwasher is full? Empty it. If everyone took this approach, there would never be a problem in the kitchen.

- Found a problem that's not in your scope but could cause an outage? Make a judgement, do I need to fix it now to prevent disaster or do I have time to find the right person who needs to know?

- Customer asks for help and it's not your area? Tell them you will own it until you find the right person and then do a warm handoff – make sure there is actual contact before letting go.

As a people manager, how you handle these situations will demonstrate to your team what ownership means.

Initiative is the ability to assess and initiate things independently. At MOQdigital we like to think that it's a very adult environment where people have autonomy, but also responsibility. Sometimes there is no process, sometimes there is no straight answer. We value initiative to solve difficult problems and bring a fresh approach. It is through this process that we will shift from doing things because that's the way they have always been done, to looking for new ways to solve problems. Encourage initiative amongst your team and always have their back. Not all initiatives will work out, not all ideas are viable, but the process of fostering initiative and handling set backs will deliver more engagement from your team in the long run.
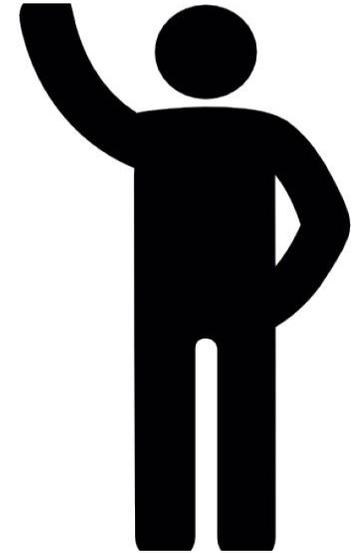
Honest and Polite

We are open, honest and polite with no politics allowed.

As well as success, business is also full of hard conversations, difficult decisions and sometimes even bad news. Trust is critical to the success of MOQdigital because it allows us to focus without worrying about our survival. So how do we build trust? Trust comes from transparency, clarity and the ability to predict how someone will behave in a given circumstance.

I trust you not to share something I have told you in confidence.

I trust that you will have my back if I make a mistake, as long as I am willing to learn.

I trust that if I do good work I will be rewarded.

I trust that you will provide me with the tools and support I need to do my job.

We believe one of the key behaviours that helps to build trust is open and honest communication. Underpinning this is the tenant of politeness. Being honest and open is not always easy, but if we are respectful and considerate of others, otherwise known as polite, we are able to deliver a message in a way that shows genuine care and respect.

Politics is defined as activities aimed at improving someone's status or increasing power within an organisation, often to the detriment of others. So apart from the obvious, why do we not tolerate politics at MOQdigital? It is simply a waste of time. When the alternative is open and honest communication, this is a much more effective method for sharing information.

When we use information for personal gain, or to disrupt or damage others, this is politics. As a people manager, if you either engage in, or allow this type of behaviour in your team, you not only damage the culture of trust within your team, but you risk damaging trust across the business.
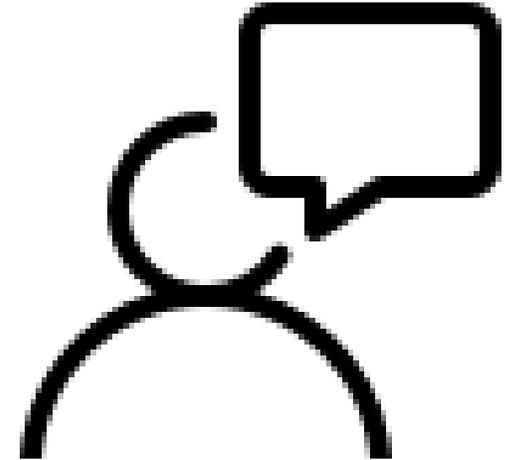
Genuine Care

We 're genuinely concerned about the welfare of others.

In most cases, we spend more time at work with our work colleagues than we do with our family. For our own integrity and mental health, it is important that we care and respect those around us. If you really don't have this feeling, then you should consider if this is a place to spend your working life.

We will not always have the closest relationships, and at times we will disagree. But if we have a genuine care for the welfare of each other and our team. If we have quality relationships, this will provide a fabric for culture and our community to ride through tough times.

There is a saying that people don't leave companies, they leave managers. If this is the case, what would it take to have a quality relationship with each person in your team? When someone does leave your team, do you assess what you could have done differently or how you might have contributed to this situation? What do you have to learn from the experience?

Do you take a genuine interest in your team and who they are? Do you know and understand what is important to them and how they operate at their best? There is a humanity to having a genuine interest and care in the welfare of the people you work with, but it also results in a higher performing team.

When we use information for personal gain, or to disrupt or damage others, this is politics. When we find out someone really needs help and we share that information carefully and respectfully, that is genuine care for the welfare of others. A word of caution though, even with genuine care, you must be careful not to break trust. Make sure you think carefully before you act.

Even in the toughest of conversations, if we approach it with Genuine Care for the Welfare of each other, it helps to be able to navigate situations in a way that results in a better outcome for all.

Be a Fixer

We are fixers, not finger pointers

We work in IT, and we all know that things are broken all the time. In fact, sometimes when we are trying to fix one thing, we accidentally break something else.

When mistakes are made, as they often will be, we do need to know what went wrong, why it happened and what we can do to prevent it from happening again. But it's not a witch hunt. Most people are genuinely trying to do the right thing, but mistakes happen and issues result. Most problems do not occur because of negligence, but misunderstanding and miscommunication.

We are a rapidly growing and changing company and not all of our systems and processes are as smooth and as polished as they could be. Sometimes you will come across things that don't work as well as they should. Encourage an attitude of being part of the solution, not just pointing out the problem. Be a fixer and help to resolve problems as you find them. Encourage your team to follow suit and hold each other accountable for excellence.

If we were able to get everyone focused on taking ownership and fixing things, rather than spending energy pointing fingers, imagine what improvements could be made. This virtue easily links to the others when we take ownership of issues as we find them, look at the problem as one where those around us have genuine care, and treat each other with politeness even in the most challenging of circumstances. There are very few issues that are truly unfixable, but often the time is lost in deciding who broke it before it can be fixed.

So be a fixer, not a finger pointer, and encourage your team to do the same.

Growth Mindset

We value a growth mindset, smart, creative thinking and the ability to simplify

As things become more complex, the rate of change increases and our business grows, our people require a certain mindset to be able to thrive not just survive.

We need people with the ability to apply smart, creative thinking to solve problems. To think differently and help to translate complexity into simple concepts. But along with this smarts, they must have the grit to be able to apply this thinking, this is where the Growth Mindset comes in.

Those with a growth mindset embrace challenges and persist in the face of setbacks. They see effort as the path to mastery and are open to learn from criticism. They can find lessons and inspiration in the success of others and as a result the achieve more with a greater sense of personal empowerment.

When selecting team members, look for people who demonstrate a growth mindset already. With your existing team, you should develop resilience and introduce concepts that help them to develop a growth mindset. Look for opportunities to reinforce and develop grit through a growth mindset.