

MEASURING
OUR VALUES
THROUGH

ACTION

**RESPECT
FOR THE
INDIVIDUAL**

**ENTHUSIASM +
OPTIMISM**

**DEDICATION
TO EXCELLENCE**

**HONESTY +
INTEGRITY**

**OPEN
COMMUNICATION**

**TEAMWORK +
PERSONAL
RESPONSIBILITY**



RESPECT FOR THE INDIVIDUAL

We are a group of highly diverse human beings. We celebrate our differences, treat every individual with dignity, and seek out the unique gifts and contributions that each individual can bring to us. Further, we recognize that the work entrusted to us touches the personal and private lives of our Participants, and that trust is of the utmost importance to us.

- ▶ Treats others the way he/she would want to be treated.
- ▶ Interacts with others in ways that enhance understanding.
- ▶ Respects the unique differences among all people and learns from those with diverse perspectives.
- ▶ Seeks first to understand before seeking to be understood.
- ▶ Carefully considers the needs of others for privacy, space, and quiet concentration.
- ▶ Holds difficult conversations privately.
- ▶ Informs people of things that will impact them before they hear about it from others.
- ▶ Maintains confidences, not engaging in gossip, and discourages others from doing so, as well.
- ▶ Trusts the good intentions of others unless proven otherwise.



ENTHUSIASM + OPTIMISM

We believe that by working together and living our values, all things are possible, and our belief in these limitless possibilities is a source of great energy for the pursuit of our mission.

- ▶ Welcomes new challenges and changes with a "can do" attitude.
- ▶ Expects the best in others.
- ▶ Demonstrates an eagerness to learn, grow and contribute.
- ▶ Approaches work with passion.
- ▶ "Lightens the load" with humor and a willingness to laugh at him/herself.
- ▶ Takes time to celebrate successes.
- ▶ Looks for possibilities rather than problems.
- ▶ Is willing to take personal risks to try something new or unfamiliar.
- ▶ Finds ways to turn adversity into success.



DEDICATION TO EXCELLENCE

We are never satisfied with the status quo, but constantly seek to be and remain the "best of the best" by measurably improving every aspect of our performance.

- ▶ Performs each task, no matter how small, to the best of his/her ability, and within the time expected.
- ▶ Puts in extra time and effort to ensure that things are done right the first time.
- ▶ Takes pride in his/her work.
- ▶ Anticipates problems and develops alternative solutions.
- ▶ Properly prioritizes tasks and makes the most effective use of the time and resources available.
- ▶ Consistently meets or exceeds standards of quality and quantity in his/her work.
- ▶ Shows persistence in overcoming obstacles.
- ▶ Continually analyzes work processes, looking for new ways to reduce costs and improve delivery of services.
- ▶ Understands how his/her area's work affects other areas.
- ▶ Thinks about things in imaginative ways that have never been tried before.
- ▶ Governs own actions as if he/she owned the business.



HONESTY + INTEGRITY

We are guided at all times by the highest "do the right thing" for, and to keep our commitments to, our Participants and each other.

- ▶ Ensures that all business dealings adhere to the highest ethical standards.
- ▶ Deals directly, honestly, and fairly with everyone.
- ▶ Is unwilling to compromise values.
- ▶ Does the right thing, despite feared costs or consequences.
- ▶ Takes ownership and responsibility for successes and failures.
- ▶ Communicates truthful messages.
- ▶ Is willing to hear the truth from others, however difficult the message.
- ▶ Raises difficult issues with candor and respect.
- ▶ Gives others full credit for individual accomplishments.



OPEN COMMUNICATION

We communicate openly and honestly with each other and with our Participants because we know that it is only by sharing the power of knowledge that we can achieve our mission.

- ▶ Shares information generously.
- ▶ Ensures that everyone has the information needed to do their jobs properly, and understands how their work fits into the larger picture.
- ▶ Keeps people informed on a timely basis.
- ▶ Discusses problematic issues openly, focusing on improvement rather than blame.
- ▶ Listens with full attention to the thoughts of others, and confirms his/her understanding before responding.
- ▶ Communicates effectively with peers to facilitate better working relationships across departments.
- ▶ Encourages honest feedback, and admits what he/she doesn't know and when he/she is wrong.
- ▶ Hears criticism constructively.



TEAMWORK + PERSONAL RESPONSIBILITY

We acknowledge that each of us plays a critical role in achieving our mission, and therefore are committed to mutual trust, working collaboratively, putting the needs of the team above individual needs, and to holding ourselves personally responsible to keep our commitments to the team.

- ▶ Puts the needs of the team above personal interests.
- ▶ Shares knowledge and expertise to help others.
- ▶ Trusts others and their judgment.
- ▶ Allows others opportunities to participate, grow and develop.
- ▶ Generously encourages and supports every team member and acknowledges their good work.
- ▶ Identifies and acknowledges the unique contribution that each team member can make.
- ▶ Cooperates and collaborates to reach common goals.
- ▶ Is open to the ideas of others, and wholeheartedly supports team decisions.
- ▶ Raises controversial issues when it's in the best interests of the team.
- ▶ Willingly takes on extra work to support the accomplishment of team goals.
- ▶ Takes initiative and responsibility for his/her own career development.

