

## Define Core Values

### # 1 Employees

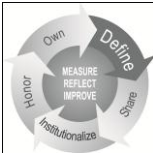
*We value our employees and want an environment that contributes to their mental and physical health; their personal and professional growth and development; and allows them to live balanced lives.*

#### **We DO demonstrate this value when we:**

- Approve and commend employee time off to volunteer in the community.
- Take a break during the day for some physical exercise/stress release, like taking a walk.
- Create a flexible work environment that allows employees to set their own hours, attend to personal business if needed.
- Trust employees will get the job done and don't micro-monitor hours.
- Invest in technology that allows employees to work from anywhere - home, Panera Bread, etc.
- Have a let's-make-it-work attitude, whether it's bringing your kids or a new puppy to work.
- Help employees identify needed skill sets, budget for employees to attend professional conferences and seminars and encourage them to sign up for what they want to do.
- Monitor employee workload and come to the aid of overworked employees.
- Encourage people to figure out a way to take time off if they've worked a Saturday or an evening.
- Find resources to replace the fluorescent lights in the building with better lighting
- Thank each other for doing their part, going above and beyond and just as a common courtesy.
- Deal with setbacks in a positive way looking for solutions not excuses.
- Show an interest in their total life rather than just work related
- Listen to one another

#### **We DON'T demonstrate this value when we:**

- Overload schedules with additional responsibilities without factoring in existing priorities so they have to work long hours to accomplish all required tasks
- Work long hours in front of computer with no physical activity
- Don't acknowledge effort and accomplishments
- Only look for what was not accomplished rather than what was accomplished
- Are rigid
- Don't listen



## Define Core Values

### # 2 Open Communication

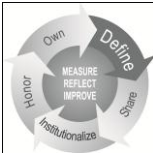
*We value open communication where we treat each other with respect by listening, demonstrating empathy and being open to giving and receiving feedback to/from each other.*

We DO demonstrate this value when we:

- Have an open door policy, literally—employees don't need an appointment, and figuratively—employees know they can discuss any situation.
- Arrange for sensitive conversations happen away from other personal situations that are already causing employees stress.
- Are aware of co-workers feelings and needs and recognize high personal stress loads
- Debrief with employees, collectively or individually, after an event or a meeting
- Are open to allowing employees to try their solution to see if their idea will work
- Allow employees to determine what communication they need and design staff meetings to meet their needs
- Feel free to say that "I disagree" and explain our position without interruption
- Admit we are wrong
- Listen and clarify situations when there is misunderstanding
- Value each other and their personal circumstances and respect other's views/opinions
- Meet regularly and openly
- Discuss our accomplishments, projects—successes and frustrations—as a group
- Take the time to greet each other at the beginning of the day
- Problem-solve as a team
- Put decisions on the table for everyone to debate
- Have frequent and timely performance reviews

We DON'T demonstrate this value when we:

- Use mood instead of words to demonstrate that there is an issue
- Express disapproval with each other in front of other co-workers
- Discuss publically what we should probably discuss privately
- Out-and-out say "I'm not going to do that" as it relates to an essential job function
- Make a decision or act too quickly without allowing the "team" to discuss
- Ignore one's strengths/experience
- Don't inform others about what is going on during a change in policy/staff/direction
- Don't share information across departments
- Talk down to someone in a condescending way
- Don't meet regularly
- Interrupt and/or become tangential
- Don't share our work related desires
- Are adversarial and non-trusting
- Do not value the opinion of others or truly listen to co-workers
- Do not advise a co-worker when a decision is made when it concerns them or affects them.
- Don't listen



## Define Core Values

### # 3 Quality/Excellence

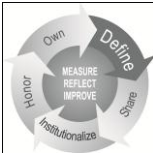
*We continually strive for excellence in everything we do by taking personal responsibility, being accountable, dependable and people of integrity.*

#### **We DO demonstrate this value when we:**

- Make it okay to make a mistake and say “just fix it” with no repercussions
- Each take ownership of our own little piece with an ‘I’m an expert in that and I’ll take care of it’ attitude
- Set a high standard and example of quality work.
- Honor our mission and demonstrate that we are thinking about what’s best for our clients in our decision-making
- Honor and protect client confidentiality. We spend the money and the time to train ourselves in confidentiality requirements.
- Follow through and do what we say we are going to do.
- Research best practices and stay current with industry trends
- Are educated on and follow government regulations
- Give each client our best
- Correct our mistakes, are responsible for our actions and acknowledge when we drop the ball
- Go above and beyond the call of duty to make sure clients get what they need and have a happy memorable experience working with us
- Ask for clarification of job tasks
- Are on time for appointments
- Are committed to our clients and do our job to the best of our ability
- Complete tasks in a timely manner
- Develop our skills and relationships

#### **We DON’T demonstrate this value when we:**

- Complain and look to others to solve our problems
- Make excuses instead of devise solutions
- Have scheduling issues resulting in clients showing up on the wrong day or time.
- Refuse to do a certain aspect of our job, resulting in other’s having to step in and do our job or leaving the job undone.
- Have an unorganized work area
- Don’t follow government regulations
- Set a co-worker up for failure by not providing them with the background information or tools necessary for them to succeed
- Show up for meetings/ appointments late
- Don’t communicate and share what we are doing
- Don’t keep current industry techniques
- Don’t do what we say we are going to do
- Take responsibility for our work
- Don’t pursue professional development
- Don’t complete tasks in a timely manner



## Define Core Values

### #4 Fun/Joy/Humor

*We value a work environment where people can have fun and enjoy working with each other.*

#### **We DO demonstrate this value when we:**

- Have lunch on the company
- Have a holiday lunch and gift exchange
- Get together socially outside of work
- Take the time to check in with each other—whether it’s finding out how the new grandbaby is doing or what’s happening over the weekend
- Take the time to say hello and goodbye
- Take the time to enjoy and care about people
- Laugh.
- Volunteer together for something
- Find the humor in the situations even though we have to look really hard with some of the situations we work within (don’t make me put this whole list in writing).
- All have to pitch in for something—overnight at Apollo Beach, blow-drying baskets, etc.
- Eat lunch together, whether it’s going out to grab something or ending up as a group at the table in the breakroom
- Celebrate birthdays with cakes and cards or fruit bouquets for those watching that waistline!
- Find fun and humor in stressful situations
- Joke around with each other
- Take short breaks throughout the day
- Laugh and share the fun we are having at work or elsewhere
- Do thoughtful things for each other without any obligation
- Smile, laugh and enjoy our time together and with our clients
- Want to come to work

#### **We DON’T demonstrate this value when we:**

- Complain to other employees about our work issues and drag other employees down or into it.
- Are so overloaded with work that we don’t or can’t take the time to have fun
- Are so overscheduled that we don’t take the time to connect with fellow employees
- Take everything too seriously
- We are bored
- Are not respectful