

Define Core Values

Commitment to Staff	
<p>We do demonstrate this value when we:</p> <ul style="list-style-type: none"> ▪ Give staff the resources/knowledge needed to do their jobs ▪ Coach/mentor openly and regularly ▪ Give staff an opportunity to grow ▪ Include staff in decision-making process ▪ Look beyond the immediate circumstances to ensure organizational stability ▪ Acknowledge ▪ Communicate 	<p>We don't demonstrate this value when we:</p> <ul style="list-style-type: none"> ▪ Put staff last ▪ Don't consider impact to staff on decision being made ▪ Assume ▪ Leave anyone out

Work Ethic	
<p>We do demonstrate this value when we:</p> <ul style="list-style-type: none"> ▪ Hold people accountable ▪ Acknowledge issues ▪ "Are Here" always ▪ Think about the team ▪ Think about the mission ▪ Ask "what else can I do or can be done" ▪ Encourage questions 	<p>We don't demonstrate this value when we:</p> <ul style="list-style-type: none"> ▪ Make excuses ▪ Have a half-hearted effort ▪ Are moody ▪ Are selfish ▪ Take shortcuts ▪ Just do it for a paycheck ▪ Are a clock watcher

Loyalty	
<p>We do demonstrate this value when we:</p> <ul style="list-style-type: none"> ▪ Believe ▪ Expect the best ▪ Are part of the solution ▪ Are truthful ▪ Are unselfish ▪ Do whatever it takes – 100% ▪ Talk about the families no matter what your job is 	<p>We don't demonstrate this value when we:</p> <ul style="list-style-type: none"> ▪ Talk negative ▪ See negative ▪ Are deceptive ▪ Go against the mission

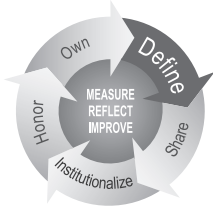


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Communication	
<p>We do demonstrate this value when we:</p> <ul style="list-style-type: none"> ▪ Put things in writing as a follow-up ▪ Let people know when changes occur to prior information ▪ Are inclusive ▪ Make it clear and concise ▪ Are consistent ▪ Expect to be misunderstood so we keep finding better ways 	<p>We don't demonstrate this value when we:</p> <ul style="list-style-type: none"> ▪ Try to catch people in the hall to communicate multiple projects or steps ▪ Assume ▪ Have several versions ▪ Don't make sure of facts and make sure other leaders give the same message

Respect (Staff and Clients)	
<p>We do demonstrate this value when we:</p> <ul style="list-style-type: none"> ▪ Listen ▪ Make time for them ▪ Accept cultural uniqueness ▪ Take time to train ▪ Communicate ▪ Are honest ▪ Have a plan in place and staff trained on customer service and dealing with upset clients ▪ Show concern for their personal well-being and families 	<p>We don't demonstrate this value when we:</p> <ul style="list-style-type: none"> ▪ Yell ▪ Curse at them ▪ Talk down to them ▪ Tell those who are not involved about a staff issue

Integrity	
<p>We do demonstrate this value when we:</p> <ul style="list-style-type: none"> ▪ Follow-through with what you say ▪ Are honest ▪ Hold people accountable and don't "sweep under the rug" ▪ Mean it ▪ We don't embarrass or demean people ▪ Take the high road ▪ Are direct and open 	<p>We don't demonstrate this value when we:</p> <ul style="list-style-type: none"> ▪ Don't follow-through with what you say ▪ Tell people what they want to hear at the moment



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Fiscal Stewardship	
<p>We do demonstrate this value when we:</p> <ul style="list-style-type: none"> ▪ Get the best prices available ▪ Monitor expenses ▪ Balance our budget ▪ Have checks and balances ▪ Know the rules ▪ Explain 	<p>We don't demonstrate this value when we:</p> <ul style="list-style-type: none"> ▪ Waste resources ▪ Steal ▪ Do business with friends ▪ Spend unwisely ▪ Keep changing the rules