

Values- Based Decisions: Action Guide

What do I do when...	Our Values and Behaviors	What to say	What to do
Pessimism is building because of lack of trust?	<p>Serve Others First:</p> <ul style="list-style-type: none"> Be good stewards of people and resources <p>Integrity:</p> <ul style="list-style-type: none"> Be transparent in actions <p>Respect:</p> <ul style="list-style-type: none"> Invite others perspectives and encourage dialogue Build trust by honoring our word through actions <p>Collaboration:</p> <ul style="list-style-type: none"> Seek opportunities to engage others and break through barriers <p>Be Visionary:</p> <ul style="list-style-type: none"> Create unique ways to provide remarkable service 	<ul style="list-style-type: none"> This is what I have observed... Things are not going well at the moment... What is the current situation? I want to acknowledge _____ about the current situation... What is in our control? This is what I can share... What is not being discussed? What have we tried so far? 	<ul style="list-style-type: none"> Confront issues directly Clear the air Be open and honest Tell the truth in a way people can verify Dispel rumors Do not hide information Seek to understand individual needs and wants Address what is left unsaid
I am tempted to cover up a mistake?	<p>Serve Others First:</p> <ul style="list-style-type: none"> Consider the impact of your decisions <p>Integrity:</p> <ul style="list-style-type: none"> Do what is right, not just what is easy- even if no one is looking Conduct ourselves with honesty trustworthiness and dependability Own, correct and learn from successes and failures <p>Respect:</p> <ul style="list-style-type: none"> Communicate openly in a timely, courteous and relevant manner <p>Be Visionary:</p> <ul style="list-style-type: none"> Create innovative solutions in the pursuit of excellence 	<ul style="list-style-type: none"> I am sorry. Let me be open and honest with you.... Here are the facts... The problem is _____, and my possible solutions are_____. I need your assistance addressing a problem.... I promise to address this by doing ... My commitment to you is... How can I make this right? What can I do to ensure this does not happen in the future? 	<ul style="list-style-type: none"> Apologize in a timely manner Fix the problem if possible Explore possible solutions with others Be open and honest Make commitments to ensure that this does not happen again.

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I feel offended?	<p>Serve Others First:</p> <ul style="list-style-type: none"> Empower one another to make values-based decisions Demonstrate compassion, care and humility <p>Respect:</p> <ul style="list-style-type: none"> Communicate openly in a timely, courteous and relevant manner <p>Collaboration:</p> <ul style="list-style-type: none"> Seek opportunities to engage others and break through barriers Give, ask for and value feedback 	<ul style="list-style-type: none"> I feel _____ about _____. In my point of view..... I want to talk openly with you about ... What is your perspective on... We should talk about ... I think we may have different views... This is what I saw/felt... I felt disrespected when... 	<ul style="list-style-type: none"> Be open and honest Demonstrate care for others' feelings Hold people accountable for their actions Address the negative behavior, do not put down the person Be direct Wait until your emotions are in check
I need to hold others accountable?	<p>Serve Others First:</p> <ul style="list-style-type: none"> Promote individual potential Demonstrate compassion, care and humility <p>Integrity:</p> <ul style="list-style-type: none"> Demonstrate loyalty to our mission and vision Be transparent in actions <p>Respect:</p> <ul style="list-style-type: none"> Communicate openly in a timely, courteous and relevant manner Build trust by honoring our word through actions <p>Collaboration:</p> <ul style="list-style-type: none"> Inspire one another to be more, collectively, than the sum of our individual parts 	<ul style="list-style-type: none"> I would like to share some feedback with you... I want to be open and honest with you... Let me show you the facts... How can this be handled differently? What went wrong? What can we do to resolve this situation? What commitments are needed? This did not meet my expectations because... How can we do better? This is the behavior/result I would like to see... 	<ul style="list-style-type: none"> Be open and honest Declare your intent Talk about problems in private Collaborate to find ways to improve Be compassionate and humble Walk the talk Acknowledge what you are responsible for Clarify expectations Provide specific feedback Make it safe Practice your stories Find a common purpose

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I become aware that unethical things are going on?	<p>Serve Others First:</p> <ul style="list-style-type: none"> Empower one another to make values-based decisions Be good stewards of people and resources <p>Integrity:</p> <ul style="list-style-type: none"> Uphold the highest ethical standards Do what is right, not just what is easy- even if no one is looking Be transparent in actions <p>Respect:</p> <ul style="list-style-type: none"> Communicate openly in a timely, courteous and relevant manner <p>Collaboration:</p> <ul style="list-style-type: none"> Seek opportunities to engage others and break through barriers 	<ul style="list-style-type: none"> What are the facts? Tell it to me straight. When you do this, the impact is... Did we meet the expectations? Here are the facts as I see them... Here are the next steps I feel are necessary... 	<ul style="list-style-type: none"> Approach for clarification Get the facts Share what you intend to do Say what you mean Report according to institutional policies and procedures Outline behavioral expectations Practice accountability
I need to delegate a task to someone?	<p>Serve Others First:</p> <ul style="list-style-type: none"> Promote individual potential <p>Respect:</p> <ul style="list-style-type: none"> Gratefully acknowledge contributions and efforts of others Communicate openly in a timely, courteous and relevant manner <p>Collaboration:</p> <ul style="list-style-type: none"> Seek opportunities to engage others and break through barriers 	<ul style="list-style-type: none"> What resources do you need to accomplish this task? Here are my expectations... Here are the priorities... Please let me know how things are going by... I trust you. Your past success makes me confident in your ability to complete this task. 	<ul style="list-style-type: none"> Demonstrate trust Be clear in communication Set expectations Discuss and renegotiate expectations if needed Consider risk and credibility prior to extending trust