

Statement of Values

Professionalism	
Acceptable Behavior	Unacceptable Behavior
<ol style="list-style-type: none"> 1. Practice strong work ethic 2. Accept Responsibility 3. Respect one another/courtesy 4. Competency in job 5. Exhibit knowledge of HR functions 6. Maintain high quality of work 7. Keep commitments responsibly 8. Tolerance of individual differences 9. Maintain self-control 10. Be punctual/timeliness 11. Confront unacceptable behavior 12. Creativity 	<ol style="list-style-type: none"> 1. Being non-productive/time-theft 2. Irresponsibility 3. Making assumptions and judgments 4. Name calling 5. Incompetence/Lack of knowledge in job 6. Threatening physical harm to others 7. Doing mediocre work 8. Ignoring mediocre work 9. Excessive personal phone calls 10. Non-business conversations in office
Trust	
<ol style="list-style-type: none"> 1. Honesty 2. Tolerance of individual differences 3. Keep commitments responsibly 4. Admit when you need assistance 5. Provide and accept constructive feedback 6. Be non-judgmental 7. Integrity 	<ol style="list-style-type: none"> 1. Placing blame/pointing fingers 2. Gossiping 3. Threatening physical harm to others 4. Making assumptions 5. Lying
Service	
<ol style="list-style-type: none"> 1. Dedication and assistance to customers 2. Timeliness 3. Be productive 4. Maintain high quality of work 5. Competency in job 6. Accept responsibility 7. Tolerance of differences 8. Humility 	<ol style="list-style-type: none"> 1. Non-productive/time-theft 2. Irresponsibility 3. Late 4. "I don't care" attitude 5. "I don't have time" attitude 6. "This is not important" attitude
Loyalty	
<ol style="list-style-type: none"> 1. Commitment to organization and coworkers 2. Be dependable 3. Accept responsibility and accountability 4. Respect one another 	<ol style="list-style-type: none"> 1. Non-productive 2. Gossiping in and outside of the agency 3. Name calling

Statement of Values continued

Teamwork	
Acceptable Behavior	Unacceptable Behavior
<ol style="list-style-type: none"> 1. Tolerance of individual personalities 2. Non-judgmental 3. Recognize other's talents and abilities 4. Flexibility: receptive to new ideas 5. Provide and accept constructive feedback 6. Assist others if your task is completed 7. Respect one another 8. Be productive 9. Keep commitments responsibly 10. Accept responsibility 11. Admit when you need assistance 12. Spirit of entrepreneurship 	<ol style="list-style-type: none"> 1. Non-productive: not doing one's share of work 2. Inflexibility 3. Placing blame/pointing fingers 4. Gossiping 5. Name calling 6. Irresponsibility 7. Taking credit that belongs to team 8. Not being committed to team concept or goals
Communication	
<ol style="list-style-type: none"> 1. Active and attentive listening 2. Provide and accept constructive feedback 3. Admit when you need assistance 4. Honesty in a non-judgmental manner 5. Open dialogue 6. Concise, professional phone procedures 	<ol style="list-style-type: none"> 1. Making assumptions 2. Placing blame 3. Gossiping/spreading rumors in and outside the agency 4. Not communicating/shutting down 5. "Beating around the bush" 6. Cutting people off/interrupting
Leadership	
<ol style="list-style-type: none"> 1. Practice strong work ethic 2. Respect one another 3. Humility 4. Non-judgmental 5. Assist others if your task is completed 6. Provide and accept constructive feedback 7. Demonstrate values of organization 8. Confront unacceptable behavior 9. Courage 10. Everyone leads! – not just management 	<ol style="list-style-type: none"> 1. Incompetence/Lack of knowledge of job 2. Placing blame 3. Not leading 4. Demonstrating a large ego trip 5. Ignoring or belittling others 6. Acting like a task is "beneath" you 7. Lead in a negative direction/violating values
Growth	
<ol style="list-style-type: none"> 1. Adapt to new challenges/ideas 2. Provide and accept constructive feedback 3. Own individual learning plans 	<ol style="list-style-type: none"> 1. Feeling sorry for oneself 2. Inflexibility 3. Non-productive 4. Irresponsibility