



HOW WE WORK TOGETHER



INTENTION

This How We Work Together document defines our Core Behaviors that represent our culture and drive our success. These statements are not only expectations for how we work together but also a collective agreement to uphold and embody these behaviors in all interactions — **internally with colleagues and externally with partners and the community.**

The word "we" in our Core Behaviors represents every individual within our organization, from leadership to employees at every level. **It reflects our shared commitment to these values and behaviors as a unified team.** By saying "we," we reinforce that fostering a positive, inclusive, and aligned culture is everyone's responsibility, and our success depends on living these behaviors daily.



WE COMMUNICATE CLEARLY.

- 1 We Are Inclusive In Our Communications.
- 2 We Operate With Transparency.
- 3 We Communicate Authentically And Thoughtfully.
- 4 We Close The Loop.

1

- We acknowledge different communication styles and flex out of our own style.
- We ask when we don't know how to best communicate with someone.
- We approach a situation again if the first (or second) attempt does not go as well as we'd like. We ask the person for help in how to make it more successful.
- We ask and encourage others to share their input and opinions.
- We engage with each other to think of new ways to show up in our work.
- We encourage all collaborators to share their insights and voice their opinions.

2

- We communicate what we can across the organization with discernment and appropriateness.
- We intentionally collaborate within and across departments.
- We take the time to share the process and the "why" behind decisions.
- We set clear expectations for the team, communicate them, and make sure they are understood by others.
- We protect sensitive information such as donor data and personnel details.
- We balance openness with the needs to maintain operational effectiveness and respect privacy.

3

- We apologize when we have caused harm to others, whether it was done intentionally or not.
- We prioritize the impact we have on others over our intentions.
- We learn from incidents.
- We build trust between co-workers and leaders so that folx feel comfortable being direct with concerns.

4

- When we commit to doing something, we follow through with it. Whether for a customer, a donor, a teammate, or ourselves, we make it happen. If we determine it can't be done, we communicate ASAP so the team can pivot.

WE GIVE FEEDBACK WITH THE INTENTION TO SERVE.

1 We Keep An Open Mind For Understanding Others.

2 We Create A Safe Environment For Everyone To Give And Receive Feedback.

3 We Celebrate Our Successes.

4 We Assume Positive Intent And Address Impact.

5 We Acknowledge Disagreement And Commit.

6 We Have The Hard Conversations.

1

- We show compassion when having difficult conversations.
- We stay present by eliminating distractions and giving our full attention.

2

- We acknowledge that feedback can be formal or informal and provided to recognize and appreciate as well as to grow and improve.
- We are considerate by asking how someone would like to receive feedback.
- We acknowledge that everyone learns and communicates differently.
- When providing feedback, we strive to provide it with respect as soon as feasible and with specific examples.
- We encourage two-way feedback in multiple contexts (e.g., supervisors and direct reports, team members with each other, team members with collaborators).
- We actively seek feedback from our team (both positive and constructive), and receive it with gratitude and grace.

3

- We recognize and appreciate each other for the work we do.
- We try to foster a positive culture so folks can find and co-create joy.
- We take time to celebrate the small victories, big wins, and community success stories.
- We learn what our team wants to achieve personally and professionally, and cheer them on!
- We recognize, compliment, and celebrate people for who they are and who they want to be.

4

- We assume that people are kind, fair, and trying their best with the information they have available.
- We trust that everyone wants what's best for the team and the organization.
- We seek to understand before casting negative assumptions.
- We recognize that intent does not always equal impact. When our words or actions have unintended consequences, we take responsibility, listen with empathy, and work to address the misunderstanding.

5

- We choose to show up open, curious, honest, and candid in the decision-making process.
- We sincerely commit to the implementation of an idea once a decision has been made.
- We don't take the decisions personally, instead we say, "I disagree, and commit, and will do what I can to make it successful."

6

- We work through our differences to build trust for organizational impact. If trust is broken, we apologize, ask what can be done to rebuild trust, and we take ownership for rebuilding it.
- We have difficult conversations and approach conflict in a healthy way for progress and resolution.
- We say what needs to be said with respect and kindness.
- We admit what we don't know and ask for help when we need it.
- We don't fear negative feedback, we fear silence.
- We take action on the feedback we receive. When action isn't possible, we ensure transparency by clearly communicating the reasons why.

WE LEARN AND **GROW** **TOGETHER.**

- 1 We Provide Opportunities To Learn And Grow.
- 2 We Are Forward Thinking.

1

- We identify training and learning gaps that need to be addressed in our own performance.
- We commit to ongoing learning.
- We learn every day from the work we do, including our successes and mistakes.
- We encourage and support personal growth and professional development.
- We foster an environment of mentorship and coaching.
- We confidently own our mistakes by saying, "I made a mistake," rather than trying to hide it.
- We take accountability when things go wrong and set a positive example for others to do the same.

2

- We acknowledge that growth and change can be uncomfortable.
- We welcome aspirational thinking, new ideas, and collaboration.
- We challenge the thinking, "This is how it's always been done here."



WE GENUINELY CARE FOR EVERYONE.

1 We Value Personal Wellness And Work-Life Harmony.

2 We Make Everyone Feel Welcome And Supported.

3 We Work As One Team.

4 We Value Results AND Relationships.

5 We Have Fun While We Get Stuff Done.

1

- We show respect for each other's time.
- We recognize that productivity is driven by focus and effectiveness, not just hours worked.
- We value work-life balance, knowing that rest, well-being, and time away from work contribute to sustained performance and success.
- We encourage and support the ability for folx to take time off.
- We disconnect from after-hours communications unless they are urgent or required in our position.

2

- We check in with each other to see how we are doing.
- We help each other when possible and ask when we need help.
- We acknowledge that we may not be at 100% every day, but are still trying our best.
- We support each other in our commitment to equity, diversity, and inclusion including providing opportunities for co-learning and participation.

3

- We take initiative to understand each department's role in achieving success for the organization.
- We support each department's unique contributions to the shared mission.
- We recognize the complexity of one another's roles and the challenges that may arise when balancing competing priorities.

4

- We are proactive in building connections across departments and levels.
- We find fulfillment in tackling challenges together, knowing that meaningful work is most rewarding when shared.
- We set big goals for our mission and vision and achieve them through strong working relationships.

5

- We have some FUN. While we GSD (get stuff done)
- We tell appropriate jokes. Smile. Laugh until it hurts and truly enjoy the incredibly unique and amazing people we are surrounded by each day.
- We bring our authenticity and humor into the important work we are doing each day. We are in this together.

WE LEAD WITH HUMILITY.

- 1 We Treat Everyone Respectfully And Equitably.
- 2 We Practice Humility.
- 3 We Value The Work We Do.
- 4 We Are Vulnerable First And Often.
- 5 We Hold Ourselves And Others Accountable.
- 6 We Choose To See The Good.

1

- We understand that position does not define an individual's value in the organization.
- We value the diverse perspectives, talents, and experiences of our team members.
- We acknowledge that each team member brings their own knowledge and skillsets to the organization.
- We provide resources to ensure equity in our work.

2

- We acknowledge we don't have all the answers or solutions.
- We reach out to other team members/community members to learn, understand, and gain new perspectives.

3

- We take pride in both the process and the outcome of the work we do each day.
- We go the extra mile and always over deliver.
- We are committed to showing up and doing our best day to day.

4

- We are not perfect, we make mistakes, and we don't have all the answers.
- We admit what we don't know and ask for help when we need it.
- We have open and honest conversations, even when it is uncomfortable.

5

- We hold ourselves and each other accountable to the same high standards, regardless of role or position in the organization.
- We act in alignment with our values.

6

- We focus on choosing the positive over the negative aspects of a situation.
- We choose to shift our mindset from dwelling on the negative to finding the silver lining and taking action to move forward.
- We take the time to ask, "What's the good that will come from this challenge?"