

Rules of Engagement

Our Orientation to Associates: ***Standards defining our work:***

✓ ***Integrity***

✓ ***Respect***

✓ ***Commitment***

✓ ***Collaboration***

✓ ***Client-focused and client-centered***

In our interaction with each other and others that comprise our team or otherwise we will commit to:

1. **Full attention:** minimize distraction in order to give full attention; in meetings phones not brought in or if on person, should not be on the table
2. **Active Listening:** listen to what is being communicated and ensure you have fully heard/understand what the speaker is saying; ask clarifying questions if unclear
3. **Delay Responding:** give yourself time to process/consider the information you've heard; if it is information that is challenging or impactful, give yourself time to check self to avoid being reactive
4. **Clarity of Feedback:** it is understood and accepted that feedback is intended to support growth and learning of each member of the team, it is not intended to discredit but to support. Feedback should be clear in order to support that learning.
5. **Commitment to collaboration:** each member of the team is a value and plays a vital role in the company and all that we do. Each person's knowledge, input and suggestions is a welcome addition to the overall commitment to ongoing learning and improvement as a collective.
6. **Respect:** it is expected that we will disagree from time to time; difference of opinion is not to be seen in negative light but as an opportunity to learn from each other and we will treat these situations with respectful regard of each other.
7. **Accountability:** we will hold each other accountable for each other's actions, deeds and expectations of our work performance. Each person will hold themselves accountable as well as their peer knowing that we have shared commitment to value and with an understanding that we need each person's commitment in order to fulfil our commitment to our clients and community.

8. **Laughter and joy:** we will endeavour to support each other in the challenging nature of our work by thinking of ways to bring joy and laughter to our work place and to the people we work with.