

TEAM COMMITMENTS [OR RULES]

There is no substitute for a company playing “team”. It has been said that team stands for **T**ogether **E**ach **A**chieves **M**ore. Commitment to playing “team” is an important ingredient of our mutual success.

1. No one is more responsible for your performance than you are.
2. To be a valuable team member you must possess strong skills and a trustworthy character.
3. Use honest, direct and caring communication.
4. Focus on empowerment, not control.
5. Focus on cooperation, not competition.
6. Seek and expect active participation by all team members.
7. Differences and disagreements are expected during the decision-making process, but 100% support of decisions is required once they are made.
8. Be very clear about the agency’s direction. Know our vision, mission, values and goals.
9. Be an active listener. Do not interrupt. First seek to understand and then to be understood.
10. The best time to discuss your personal life is on personal time.
11. Don’t talk behind people’s backs.
12. Saying “no” is OK. Just make sure you’re saying it for the right reason.
13. If a team rule is broken, deal with it immediately.
14. All members of this agency have responsibility for enforcing the rules.
15. Honor your commitments and follow the Platinum Rule (do onto others what *they* would like to have done to them).