

Our Interactions will be characterized by:

Mutual Respect

Examples:

- Team members work well together and are courteous, polite and non-confrontational with each other.
- Team members arrive at work on time.
- Team members are nonjudgmental of each other's values and belief systems.

Enthusiasm

Examples:

- Team members share their enthusiasm for HCPL programs and collections with co-workers and customers.
- Team members acknowledge, encourage, and support each other, creating a positive work environment.
- Team members photograph successful events and post pictures.

Open Mindedness

Examples:

- Suggestions from team members are welcomed.
- Team members respect the cultural diversity of co-workers.
- Team members give new policies and procedures a fair try, without prejudging.

Flexibility

Examples:

- Team members are willing to trade schedules and work duties as needed, including substituting at other locations.
- When a team member is out on sick leave or vacation, other well-trained team members pitch in to cover their job duties.
- When a team member cannot help a customer solve a problem, another team member or resource is consulted.

When we disagree, we will:

Actively Listen

Examples:

- To facilitate mutual understanding, a team member restates, in their own words, what they have heard a co-worker say, even when their opinions differ.
- Team members should always assume positive intent in their interactions with co-workers, customers, and leaders.
- Team members exercise emotional intelligence when discussing differences.

Mediate/Facilitate

Examples:

- Team members strive towards compromise and consensus when discussing divisive issues.
- Team members brief their co-workers as soon as possible about customer service problems or complaints which are likely to re-occur.

Be A Good Team Member

Examples:

- Team members discuss hot button issues at a future time when emotions have cooled.
- Team members maintain an awareness of their body language, avoiding gestures such as sarcastically rolling the eyes or defensively crossing the arms.
- Team members do not discuss their differences publicly.