

YMCA OF GREATER HARTFORD OPERATIONAL VALUES

WHY?

A major strategy of the GHYMCA is to build employee and member loyalty (reduce turnover). Values define a healthy culture and create a safe and brave space for open and honest communication. Members and employees appreciate open and honest communication.

HONESTY – INTEGRITY

- When we communicate, it is respectfully, transparently, and truthfully.
- We only make agreements we intend to keep.
(Agreement: Specific measurable and time sensitive task that can be completed with a predictable process.)
- We commit to follow through on agreements or notify all parties to reset expectations if an agreement cannot be kept.
- If the terms of the agreement cannot be met, we discuss it and make a new agreement that we can meet. It's OK to say "No, I cannot meet that agreement," and it's OK to suggest a new agreement instead.
- We align our actions, words, and tone (do what we say and say what we do).
- We actively participate to make the team a success by being a solution-driven leader. (We follow the values and avoid blame, excuses, complaining, and indifference.)
- We use our mistakes to create a brave (safe) learning environment. When we make a mistake, we promptly admit it, act to correct it, and work together to prevent it from recurring. When we see a mistake from others, we promptly communicate it respectfully, and work with others to correct it and prevent it from occurring in the future.

CARING – RESPECT

- We consistently express appreciation.
- When we observe or experience a break in values, we agree to make every effort to speak up directly to the party(s) involved to address the root cause.
- We always set a good example and create a positive environment by understanding and observing the Greater Hartford YMCA's Code of Conduct and policies.
- We treat others with common courtesy and express empathy while acknowledging the value of different perspectives.

- We listen with the intent to understand each other (use active listening skills of paraphrasing, asking clarifying questions and using non-judgmental language and actions).
- We value each other's time.
- We attend and adjourn meetings on time.
- We are fully present during meetings.
- We agree to follow the recommended Standard Association communication guidelines (Communication Guidelines –see poster for details).
- We communicate directly with professionalism using the "Y Voice." (We greet people by name, and our words and actions are determined, nurturing, genuine, hopeful, and welcoming; we avoid profanity, sarcasm, condescension, exclusion, and/or favoritism.)

RESPONSIBILITY – PARTNER–CUSTOMER FOCUS

- We acknowledge receipt of requests within one business day and make an agreement to respond with an answer or solution.
- We treat all customers with Honesty-Integrity and Caring-Respect.
- We treat all staff as customers by asking questions to identify their expectations.
- We make every effort to communicate and explain why decisions are made to those who are affected by those decisions.
- We anticipate needs, plan, and implement processes that allow us to be proactive.
- We seek and use customer feedback for continuous quality improvement to improve customer experience.
- We seek to serve all people equitably, are good stewards of our resources, and do the right thing for our communities.
- **Note:** A Customer is anyone with whom we interact, including co-workers, staff (regardless of status), people we serve, members, vendors, regulatory agencies, school districts, community groups, and others.



**WE BUILD
LIFELONG
SUCCESS**