

FEEDBACK

- Listen to understand
- Admit when you don't understand
- Accept feedback
- Provide feedback
- Recognize a job well done
- Ask for support
- Offer support

COMMUNICATION

- Know your audience
- Don't be an audience for negativity
- Redirect the negative
- Praise the positive
- Talk to the person, not about them
- Say please, thank you

MYSELF

- What I can control is me
- Use "I" statements, not "you" statements
- Check in with yourself
- Recognize your triggers
- Don't take it personally
- Assume good intent
- Take a little leap of faith
- Stay creative, not reactive
- Make healthy choices

HONESTY

- Say what you need to say
- Be honest, but not hurtful
- Name it, respectfully and responsibly

KEEP IT SIMPLE

- Step 1, know the core values
- Adhere to the values, regardless "Ouch"
- "How am I doing?"
- "Can you help me understand?"
- "Do you have a minute?"
- "Can I give you some feedback?"

STATE OF MIND

- Call a timeout
- Be mindful and aware
- Be present and focused
- Pause, take a deep breath, think first
- Be aware that you're going up the ladder of inference

Our Cultural Narrative

Our Common Ground Health foundation is built on relationships with one another. We are fact-gatherers, conveners, engagers, advocates, coaches, mentors and much more. Our staff is the most valuable resource the organization has for advancing that mission

We approach our relationships at Common Ground Health with integrity, transparency and objectivity. We assume good intent and recognize that we are each individuals and unique parts of this team.

We strive to create and maintain a physically, emotionally and socially

healthy work environment. We want our colleagues to look forward to coming to work each day to deliver the highest quality of work possible. We will strive to act as a healthy and collaborative workplace as we bring that message to others.

Everyone brings a story to work. We each have a perspective that is different than the others' and can enhance our work together. We will embrace these differences as part of the process to high quality outcomes. We celebrate "teachable moments," even and especially when they may be uncomfortable. Our organization and our stories are ever changing, growing and improving.

Our Core Values

OBJECTIVITY

INTEGRITY

INCLUSIVITY

TRUST

COLLABORATION

TRANSPARENCY

DIVERSITY

RESPECT

Our Core Values

OBJECTIVITY

We will strive to ensure that our work together is undistorted by emotion or personal bias. All the facts of a situation will be weighed, not just those that support our preferred solution. We will each 'check our baggage at the door' to work to overcome obstacles that may be constructed by our personal or professional pasts.

TRANSPARENCY

We will each operate in such a way that it is easy for others to see our actions and intentions. Information disclosure will be intentional, regular, accurate, clear and concise. We will be accountable for our own actions and welcome others to hold us accountable.

COLLABORATION

None of us is an island and no department can exist or succeed without the others. In order to achieve the great successes within our vision and reach, we must work closely with one another. The impact of the tools we each possess is severely limited unless shared collaboratively. To admit that we need help is a strength, not a weakness.

INTEGRITY

We will adhere to moral and ethical principles, including honesty, accuracy, internal consistency, predictability and equality. We will be reliable and we will take responsibility for our actions, whether the outcome be positive or negative. We will reject duplicity and gossip.

TRUST

We will approach each other with the confident expectation that the other has our best interests at heart and in mind, whether or not the impact differs from the intent. We will treat others as though they have our best interest in mind and react to them only from this perception. When we feel that the other may not have these interests, we will dialogue with the other, not react.

RESPECT

We will hold one another in high esteem and honor. We will not disregard, devalue or disrespect our coworkers. We will focus on the sense of personal worth, importance and excellence of our colleagues, regardless of real or perceived hierarchies and positions of power.

DIVERSITY

We each have different backgrounds, different characteristics, and different roles within the organization. None is better or more important than another. When we recognize that we personally lack comfort with diversity, we will reach out for learning. When we see another struggle with diversity, we will take the time to teach without judgment.

INCLUSIVITY

We will strive to have an inclusive decision making process. Disparate perspectives and opinions will be represented and considered.