**The Way We Work**

**#1 create impact, not work**

*we know that greatness is not measured in the number of hours we work, but by the results we achieve. to know if we are making impact, we use transparent metrics at the organization, team, individual, and project levels. we celebrate when are winning and pivot when we are not; we hold ourselves and others accountable for the impact we know we are capable of*

**#2 love the problem, test the solutions**

*jumping straight from problem to solution can lead to failure because we did not take the time to fully evaluate the issue. we strive to intimately understand each problem, its causes, its impact. we challenge our assumptions. we get outside our walls and talk to the people who are affected. we use data. we take our best ideas, test them, and pivot or continue.*

**#3 act like we can because we must**

*we are here to solve big problems and create impact. we must be creative and brave. we do not accept no solutions or half solutions. we must believe that problems can be solved and act like we are the ones who can solve them. resistance and complexity come with the territory. we know that sometimes the toughest barriers are within ourselves. when they get in the way, we work hard to remove them.*

**#4 own it**

*we do not pass the buck. we take responsibility for our actions and their consequences. we know we are never perfect and take concrete action to continuously improve. we take charge of our own professional growth. we ask for help when we need it and help others any way we can.*

**#5 work hard, have fun, go home**

*hard work and fun go together here. we intentionally introduce some playfulness into the day. we embrace our quirks. after the hard work (and fun) we go home. we value and protect our lives outside of work. if we see our work/life balance tilting off center regularly, we reconsider and re-set priorities, resources, or processes.*

**#6 keep it useful, truthful, kind**

*challenging ideas and getting and giving feedback is everyone's role. even if feedback is not acted on, we let others know their voice has been seriously considered. when we assert a difference of opinion or give feedback (including to ourselves), we keep it "useful, truthful, kind."*

**#7 be mindful**

*mindfulness is moment-to-moment awareness of what is going on inside ourselves and in the world around us. taking a step back to see the impact we may be having on others. when we are mindful, we gain insight that helps us think and act more clearly. we can see more clearly what is needed in the moment to make the most positive impact, what will improve the wellbeing of ourselves and others. mindfulness can be cultivated. it is a practice. remember to breathe.*

**#8 one body, one goal**

*we believe all roles are important because they are all different, all interdependent. knowing that we all play a critical part in making positive impact, we show up with humility for our role and respect for those of others. we support each other and are fully accountable for our own excellent performance. doing what we do well allows others to do the same.*