

Build Trust and Relationships

Personal accountability and ongoing effective communication are the keys to collective success.

We will

- Accept responsibility for our actions
- Take responsibility for our successes and our failures
- Trust that projects and tasks are followed through on and hold each other accountable when they are not
- Communicate our areas of responsibility to all of our stakeholders
- Communicate in timely and effective ways to move forward when facing challenges that cause roadblocks to meeting goals

Drive Change

Girls are why we are here and girls' interests and needs change every day.

We will

- Individually embrace and drive change as a chance to innovate, improve and remain relevant
- Serve our customers effectively
- Not only be open to change but we must be the ones to research and drive the changes that need to take place, with our girls', volunteers' and the overall organization's interests

Impress Our Customers

We are customer-focused. Delivering on our mission to girls is not possible without many helping hands. We work to build relationships and deliver service that leaves a WOW impression.

We will

- Understand, determine and deliver what our customers need, with a standard of workmanship and professionalism
- Meet or exceed standards at every turn
- Strive for greatness in everything we do and produce excellent results
- Have a mentality of doing things right the first time
- Set and keep the bar high by committing to continuous quality improvement
- Respect customers and recognize that each person chooses to join the Girl Scout Movement
- Make it simple for customers to do business with us and for us to work together

Create Energy

We believe that positive energy is contagious and creativity flourishes when fun, new ideas are valued. GSWCF staff are encouraged to find fun and positivity in everything they do.

We will

- Celebrate our successes in fun ways
- Recognize the efforts of everyone on our team
- Act and speak professionally to one another, treating each other with respect
- Maintain a positive attitude enables us to celebrate wins, learn from defeats and motivate each other
- Empower our volunteers, parents, girls and staff with information, tools and experiences
- Meet regularly to talk through issues and solve problems and we show appreciation for everyone's contributions

Radiate Passion

We know that Girl Scouts gives girls a better future. To work here, every staff member must believe this and project this passion unto others.

We will

- Commit to and be passionate about the mission, the Promise and the Law
- Believe in what Girl Scouts does for girls and let that drive our daily work
- Display a positive and optimistic attitude towards everyone involved with our mission because we are all working on behalf of every girl

Employ the Best People

We value leadership, work ethic, customer service and ingenuity in our employees and work to attract, retain and develop our talent.

We will

- Conduct ourselves in a professional manner
- Be accessible and respect others
- Commit to ongoing learning and continuous quality improvement in our areas of responsibility
- Take ownership for delivering the mission and services our internal and external customers deserve

Act with Integrity

To effectively serve girls' needs for another 100 years, we must act with integrity at all times and treat everyone with respect.

We will

- Commit to a high standard of integrity
- Offer transparency in all communication
- Always do the right thing, even when it's harder
- Say what we mean and mean what we say
- Be open and honest with each other and ourselves
- Conduct ourselves in a professional manner
- Exercise diplomacy by being clear where we are going (or what is happening) and why

Show Courage

We are courageous, just like our girls. We don't shy away from challenges and changes, we see them as opportunities to improve.

We will

- Be courageous enough to set best practices
- Try best practices from others without listing the reasons for why they won't work for "us"
- Be open-minded and creative at every turn
- Not be afraid to ask for help or communicate with one another when direction or re-direction is needed
- Take the initiative and accept new challenges, understanding that failure is a possibility and an opportunity for growth

Collaborate and Innovate

Ideas come from all levels; collaboration and innovation are essential to our collective success.

We will

- Work together to problem solve and generate new ideas
- Learn from one another and rally together in achieving our goals
- Depend on one another's collective intelligence and work to deliver on our mission to girls
- Recognize that being humble leads to greater idea generation and creativity from all levels
- Recognize that the ideas, backgrounds, experiences of staff, volunteers and girls are truly valued and reflected in decisions and actions
- Take initiative and pursue excellence in all that we do

Be Kind

We recognize best intentions and will be considerate and nice to others without expectation of reward or recognition.

We will

- Seek to understand the perspectives of others
- Trust that others are always acting with good intent and do the same in return
- Disagree without being disagreeable
- Listen with an open mind and open heart
- Foster council-wide healthy relationships
- Be present and genuine when interacting with others
- Generously share gratitude, talents, and the spotlight