

ACTUALIZING RESPECT

VALUE: RESPECT

PRINCIPLE: We treat others with respect and importance regardless of position or role.

INDICATORS:

1. **Establish and follow rules of respect (see attached).**
2. **Directly and respectfully address concerns with disrespectful behavior/accept constructive criticism (conflict resolution training).**
 - **MEASURE #1:** All staff participate in accepting/providing constructive “feedback” training.
 - **MEASURE #2:** All staff participate in conflict resolution training by team.
3. **Be available (meeting maker, iChat).**
 - **MEASURE #1:** Give proxy on calendars and ichats to all staff.
 - **MEASURE #2:** Update daily message on phone.
4. **Return calls/emails within 24-48 hours.**
5. **Meet with clients who arrive within the set aside time and address underlying issues of timeliness.**
 - **MEASURE #1:** Tardiness needs to be addressed by the specialist, not the associate.
 - **MEASURE #2:** Clients understand expectation and consequences of tardiness.