

Guiding Principles of Harcros Culture



“ Leadership is maximizing our positive impact on the world by becoming our best, fully authentic selves and supporting those around us to break past barriers and step into their greatness. ”

~ Rosie Ward & Jon Robison (*Rehumanizing the Workplace*)



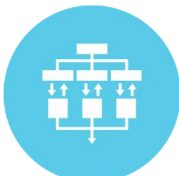
BE YOUR BEST SELF



LISTEN TO OTHERS



BE A CONDUIT FOR POSITIVE CHANGE



LEVERAGE PROCESS MAPS



EMBRACE AN OUTWARD MINDSET



USE PERSONAL RECOGNITION MESSAGES

Guiding Principles in Action



In 2018, the Ambassadors established six Guiding Principles they felt were key to being effective in this role; and they still hold true today:

Be Your Best Self

Be the change you wish to see and work to be a leader.

Listen to Others

Listen with a spirit of service; then ask open & honest questions to try to understand what the experience is like for others. *When others feel heard, you're in a good position to leverage the remaining steps.*

Be a Conduit for Positive Change

Focus on creating the conditions where others feel safe, heard and can be part of the change. Focus on the Innovators and Early Adopters (people willing to work with you) and gain traction; don't let the detractors (i.e., naysayers) drag you down and halt progress.

Leverage Process Maps

When something isn't working quite right or there's confusion or lack of alignment on a process, pull out some Post-It notes and map out the current procedures. Include others in the process to help identify gaps and areas for alignment and improvement.

Embrace an Outward Mindset

Focus on understanding and valuing the needs, objectives and challenges of others and invite others to do the same. Then find ways you can adjust your efforts to be more helpful and effectively work together.

Use Personal Recognition Messages

Whether it's a written index card, email or in-person, use the F.B.I. Feedback Formula to frame your message and commit to giving at least one recognition message per week (ideally each day).