

Code of Conduct for SPOG

What are the values that SPOG has?

The Organizational Effectiveness Cycle

1. Understand Customer and other Stakeholder needs
Which Stakeholder needs must be satisfied? To live, To love to learn, to leave a legacy
2. **Mission, Vision, Values, Strategy – WE ARE WORKING HERE**
3. The 6 Rights: Decision Making System, Core Processes, Structure, Reward Systems, Development Systems, Information Systems
4. Culture (Behaviors)
5. Results

Principles

Natural laws or fundamental truths

- Universal, timeless
- Produce predictable outcomes
- External to our selves
- Operate with or without our understanding or acceptance
- Self-evident and enabling when understood

Values

The worth or priority we place on people, things, ideas, or principles

- Self-chosen beliefs and ideals
- Internal subjective based on how we see the world
- Influenced by upbringing, society and personal reflection

Values aligned to principles

Principles point to true north

What are the fundamental principles SPOG was founded on (vision statement)

Extract values from principles

Define what the value means

Describe what the value looks like and does not and lineup look in behavioral terms

SPOG Vision

*A long-term relationship based on mutual
Trust, honesty, and respect, by way of sharing pertinent information and resolving
issues to benefit all stakeholders*

Values: How we will treat each other

- Values make up the organization's internal code of conduct. They require no external justification
- Values have a deep meaning and importance to those inside organization

- There is no right set of values. For example, Sony doesn't have customer service, Disney doesn't have respect for individuals, Wal-Mart doesn't have quality, and Nordstrom's doesn't have teamwork
- Values must be applied or they will create cynicism

Value Example

Excellence

Clarifying Statement

We struggle to be the best we can, but being human can never mean being perfect

Sample Values

Achievement	Creativity	Integrity	Self Respect
Ambition	Education	Leadership	Service
Beauty	Freedom	Money	Understanding
Cheerfulness	Friends	Order	
Citizenship	Generosity	Pleasure	
Children	Health	Quality of Life	
Courage	Home	Self Control	

Values EXERCISE:

- Break into groups of 4 (preferably 1 community member in each group)
- Appoint a group spokesperson for each group
- Individually take ten minutes and think about the following questions:
 - Which core values do you personally bring to your work? (In other words, which core values do you hold to be so fundamental that you would keep them regardless of whether or not they are rewarded?)
 - What would you say if you were asked to describe to your loved ones the core values you stand for in your work
 - If you were to start a new organization tomorrow, what core values would you build into the new organization regardless of its industry

Group

- Share each person's work and group similar responses.
- Pick top 6 values using the test questions below:
 - Can you envision these core values being equally valid for you 100 years from now as they are today?
 - Would you want to hold these core values, even if at some point one or more of them became a competitive disadvantage?
 - Can you envision yourself wanting to model these core values?

Room

- Present each group's top 6 values and post on flip charts.
- What values excite you? What is common? What is missing?
- Vote using red dots for the values that we agree should be our organizational values?

Criteria for Shared Values

Shared	Everyone believes in them
Modeled/Lived	People inside and outside the team can observe them
Reputation	We are known and want to be known for them
Deeply Felt	If they were missing, we wouldn't work here
Governing	We make choices and decisions by them, and will live with the results

Table

- Take 10 minutes and write one word or short phrases that would describe the values you voted for

Room

- Have group spokesman post descriptions of value being described on appropriate flip chart

Values in Behavioral Terms**Group**

- ❖ For each of the top 6 values voted on by the large group
 - Write 2 notes that would describe what the behavior would look like
 - Write 2 notes that would describe what the behavior would not look like

Room

- Post notes with value being described

Values Next Steps:

1. Organize information into presentation
2. Present to SPOG Community Affairs for upgrades & approval
3. Present to SPOG leadership team for approval (blessing)
4. Develop and print table tents with SPOG Vision, Values, etc.
5. Begin making choices and decisions by them (vision & values) and live with the results.

Values selected by the attendees at the Community Affairs Meeting Oct. 10, 2001:

1. Integrity
2. Trust
3. Respect
4. Reliability
5. Listening/Communication
6. Honesty
7. Humour
8. Motivation

Integrity 24	Trust 23
A combination of trust, respect & reliability that can be assumed Honesty living up to commitments Trust Motivation Respect Honesty Listening/Communication Reliability Humour Personal strengths Is built by obtaining the other values Can't have one of the values without the others Maturity & experience	Mutual Trust Delegation Ability Relationship building Loyalty Confidence in others capabilities Believe in them and their skills Belief in others abilities Is earned Needs to be continually worked on Costs nothing Something earned through actions The ability to rely on one another Stick to your beliefs and the ability to communicate them

Respect 22	Reliability 21
Integrity Equality (Fairness) creates respect Common sense Appreciation of individual worth Respect for others Understanding other's opinions, beliefs, cultures Not attacking others Environment – respect – protect You would treat people the way you would like to be treated Respect for others Respect for yourself Compassion Understanding Don't Prejudge Relationship building History	Responsibility Doing what you say you will do Be proactive Dedication Coming to work on time Punctual Leads to trusted responsibility Be dependable Be there for the group Integrity Actions = words Practice what you preach Being counted on Living up to your word

Listening/Communication 20	Honesty 19
Sharing of Information Open Mindedness Listen to understand Mirror what the person said Give people your full attention Turn your cell phones to vibrate Flexibility Seek first to understand and then to be understood Open to other's opinions Interacting with individuals Communication same level Listen to end of presentation Open Two – way Understanding Listen to end of presentation Comprehension Clear understanding Repeat back Listen to other opinions and ideas Seeking to fully understand others Having respect for the information they wish to share	Sharing Information Openness Integrity Be up front Don't have a hidden agenda Don't lie Ethics Work ethics (doing the best job you can) Walking the talk Don't be two faced Telling the truth respectfully
Humour 12	Motivation 7
Sharing experiences that we can all find humour in Ability to laugh at oneself Allows to relieve stress Lightens the load Allows co-workers to be more comfortable in talking to superiors Have fun but not at the expense of others Look on the positive side Being able to laugh at yourself Levity	Personal growth – grow and develop Inspire Positive enthusiasm The ability to execute positive actions Pro-active Positive Organization Inspire people to a greater cause Always having a smile on your face To support (feed) family Time management Positive Attitude Positive Energy Happy (content) Outgoing Satisfaction Dollars Liking what you are doing Succeeding at your job Respect from fellow workers

Code of Conduct November 14, 2001 Grant Schwartzberger

What are SPOG values and how we choose to work together:

Review of top values chosen by SPOG

INTEGRITY is the value we place on ourselves. It's our ability to make and keep commitments to ourselves, to "walk our talk". Integrity means avoiding any communication that is deceptive, full of duplicity or beneath the dignity of people.

AND Looks like:

- Being loyal to those who are not present
- Living up to commitments

TRUST is the glue of life. And trust grows out of trustworthiness is based on character, what you are as a person, and competence, what you can do. The key to communication is trust, and the key to trust is trustworthiness.

AND looks like:

- confidence and belief in each other abilities
- earned by actions

RESPECT is genuine courtesy and appreciation for people and for their other point of view.

Consideration for the feelings, thoughts and opinions of others.

AND looks like:

- not attacking others
- treating people the way you would like to be treated

RELIABILITY is doing what we said we would do. Being able to be counted on as one who does what one says they will do.

AND looks like:

- actions = words
- dependable

COMMUNICATION is seeking first to understand then to be understood. Communication isn't defensive or protective or angry or manipulative; it is honest, genuine and respectful.

AND looks like:

- giving people you full attention
- remaining open to others opinions

HONESTY is telling the truth – in other words, conforming our words to reality. Being straight forward and up-front. The greatest single barrier to rich, honest communication is the tendency to criticize and judge.

AND looks like:

- telling the truth respectfully
- not having a hidden agenda

Discussion following review brought up these points:

- Have some sort of means to bring the "point of order" across
- Have some description to what is expected - how to act
- Hidden agendas – usually held by all – how to handle – manipulative agendas

Written rules for all to follow - words of how we need to administrate rules