

SCC Operating Values and Leadership Behaviors

Our mission commits us to empowering individuals to positively impact their lives, their community and the environment. This focus on individuals, community and the environment is built on a foundation of operating values which in-turn guides our day-to-day behavior and leadership decisions.

*In working with and as **Individuals** we value integrity and excellence in all we do.*

Integrity – At the core of all our activity we expect honesty, accountability, congruence between words and actions, and respect for fellow staff and crewmembers.

- Be trustworthy and accountable for your actions
- Demonstrate trust in colleagues
- Communicate honestly and respectfully
- Make decisions on the basis of fact not hearsay
- Measure and reward performance based on results and achievements rather than personality, personal traits or relationship with you
- When in doubt, do the right thing

Excellence – We are not satisfied with adequate services and programs. We relentlessly strive for excellence by setting and achieving high goals, recognizing accomplishment, learning from mistakes and making continuous improvement.

- Expect success
- Do not identify an issue, problem or opportunity without seeking solutions
- Challenge processes to continually improve
- When confronted with an issue or problem, address it directly with the person involved
- Encourage responsible risk-taking/Accept failure as a learning opportunity
- Continuously seek to learn and teach others
- Take ownership of your mistakes and failure
- Seek opportunity for growth and capacity building
- Set challenging but achievable goals and measure results
- Exhibit a positive, “can do” attitude toward our colleagues and our work

*In support of **community** we are other-centered and value teamwork.*

Other Centered – SCC exists to serve and meet the needs of our constituents – corps members, land management partners, and local communities. While each of us strives for the highest level of personal performance, we are also committed to serving our colleagues and helping them be the best they can be.

- Listen – really listen – to hear what external and internal constituents are saying
- Respond in a timely manner
- Strive to exceed expectations in meeting others needs
- Share what you learn with others
- Keep yourself and others safe for the benefit of their contributions

- Proactively seek input, criticism and advice from others with whom we work
- Represent “One SCC” to all constituents

Team Oriented – We believe more gets accomplished through teamwork than by individual effort alone. Externally and internally, we build healthy and successful partnerships that are inclusive of diverse abilities and points of view, create win-win solutions, celebrate success, and foster trust.

- Demonstrate a fundamental belief in the capacity of fellow staff members and crewmembers
- Ensure each person understands how his/her job connects to the larger vision
- Set high expectations, monitor, measure, close performance gaps and celebrate success
- Look for and recognize achievement
- Address performance or behavioral issues directly, quickly and privately
- Encourage respectful dissent – Be intolerant of disrespect
- Share information and knowledge
- Adapt leadership style to meet team members’ needs
- Encourage participation by all members of the team
- Reach beyond your region/team to support all of SCC
- Talk about “we” more than “I”
- Have fun

*In our responsibility to the **environment** we value stewardship.*

Stewardship – We recognize the natural world as the sustaining factor of our quality of life as individuals and as a society. By caring for the earth and connecting people to nature through stewardship we build strong community and healthy individuals for now and in the future.

- Be aware how your actions and purchases impact the earth and its natural resources
- Strive to leave a small footprint and take responsibility for your actions
- Educate others in the goals of conservation and how they can take part
- Get your hands dirty and shirt sweaty alongside others in service to conservation.
- Think beyond today and protect the world for future generations

(Next step – making the connection to our culture/actions in the field and field standards/policies)