

Organization of Choice Guiding Principles

- **Volunteers and staff are partners in achieving the MISSION – they are not customers**
- **Focus on furthering the MISSION**
- **Home/National Office and Chapters/Affiliates are partners**
- **People are trustworthy**
- **Zero tolerance for dishonesty**
- **Zero tolerance for power grabbing**
- **The environment fosters and rewards empowerment**
- **Process, policies, and procedures are easy to understand and make sense**
- **Communications is the norm**
- **Decision making process is transparent**
- **Decisions are made by the appropriate people**
- **Organization has and follows a living Strategic Plan**
- **Participation and real involvement is practiced and valued**
- **Issues are confronted directly**
- **The mission is not used as a weapon or excuse**
- **Core values are known and honored**
- **Accountability is the norm**
- **Diversity is a reality – not just a desire**
- **Continuous improvement attitude**
- **Hiring process assures the best**
- **The few non-negotiables are known**
- **The norms and culture are in sync**

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