

How We Work Together in the Pacific Division



American Red Cross

1. The mission is the foundation of all decisions, interactions, actions and activities.

Guiding behavior

- Frequent alignment review of mission and daily activity
- Consistency
- Engagement

Personal skills

- Self-introspection
- Prioritizing

2. We act with a sense of purpose, have a passion for service and are willing to go above and beyond.

Guiding behavior

- Commitment to excellence
- Positive attitude
- Personal integrity
- Sense of purpose

Personal skills

- Self-motivated
- Strong work ethic
- Solution oriented
- Resilience

3. Our communications are objective, honest, consistent and collaborative.

Guiding behavior

- Encouraging
- Empowering
- Initiative-taking

Personal skills

- Open/inviting
- Appreciative
- Confident
- Respectful
- Non-judgmental
- Positive

4. Integrity, dignity and respect guide our actions, and provide support that is

mutual and builds trust.

Guiding behavior

- Respectful
- Courteous

Personal skills

- Active listening
- Credibility

5. We focus on service that values and exceeds the expectations of clients, volunteers, donors and employees.

Guiding behavior

- Friendly, timely, high-quality, compassionate, impactful interactions
- Meaningful work, clear and measurable expectations
- Supportive, appreciative, caring, respectful environment
- Success clearly defined
- Stakeholders understand the value of their contributions

Personal skills

- Project and people management
- Organization
- Warm, engaging, approachable
- Customer service minded
- Tenacity

6. While the work of relieving suffering can be difficult, we enjoy and value working together.

Guiding behavior

- Values individual difference and backgrounds
- Balances hard work with fun/relaxation
- Takes the time to get to know co-workers
- Action is accompanied by compassion

Personal skills

- Time Management
- Accepting
- Knows how to have fun