



# TEXANA'S LEADERS DEMONSTRATE VALUES

*Texana's Leaders demonstrate the Center's core values by their actions, behaviors, and attitudes.*

**Collaboration:** We work together with the people we serve, our staff, families, and communities to deliver life-changing services. We strive to find solutions through open communication, trust, and diverse talents and perspectives.

Leadership demonstrates this value when

- *They put needs of others first.*
- *They communicate effectively.*
- *They share decision-making and credit for successes.*
- *They celebrate team achievements.*

**Accountability:** We make a conscious effort to do what is right for the people we serve and our staff. We strive to be responsible as an organization, and for our staff to be trusted, reliable, and consistent.

Leadership demonstrates this value when

- *They do not ask others to do something that they are not willing to do themselves.*
- *They choose honesty over harmony.*
- *They provide adequate resources and supervision to employees to be successful and accountable.*

**Respect:** We treat the people we serve and our staff with kindness, dignity, and integrity. We strive for a safe workplace, where all are welcomed, heard, and have a sense of belonging.

Leadership demonstrates this value when

- *They treat all people served and employees equally and without judgement.*
- *They assume good intent.*
- *They are humble and practice gratitude.*
- *They address mistakes with kindness, and apologize for their own mistakes.*

**Excellence:** We make a difference for the people we serve, our community, and our staff through our commitment to quality, innovation and improvement. We strive to empower those we serve and our staff to reach their greatest potential.

Leadership demonstrates this value when

- *They look for the good in others and areas of improvement in themselves.*
- *They recognize employees for a job well done and encourage them to do even greater work in the future.*
- *They ask for feedback on how to make improvements.*
- *They take risks and try new processes to make things better.*