

14 POINTS OF CULTURE...

1. COMMITMENT...

I give myself and everything I commit to 100% until I succeed. I am committed to the Vision, Mission, Culture and success of **Action International**, its current and future team, and its clients at all times. I always recommend products and services of **Action International** prior to going outside the company.

2. OWNERSHIP...

I am truly responsible for my actions and outcomes and own everything that takes place in my work and my life. I am accountable for my results and I know that for things to change, first I must change.

3. INTEGRITY...

I always speak the truth. What I promise is what I deliver. I only ever make agreements with myself and others that I am willing and intend to keep. I communicate potential broken agreements at the first opportunity and I clear up all broken agreements immediately.

4. EXCELLENCE...

Good enough isn't. I always deliver products and services of exceptional quality that add value to all involved for the long term. I look for ways to do more with less and stay on a path of constant and never ending improvement and innovation.

5. COMMUNICATION...

I speak positively of my fellow team members, my clients and **Action International** in both public and private. I speak with good purpose using empowering and positive conversation. I never use or listen to sarcasm or gossip. I acknowledge what is being said as true for the speaker at that moment and I take responsibility for responses to my communication. I greet and farewell people using their name. I always apologize for any upsets first and then look for a solution. I only ever discuss concerns in private with the person involved.

6. SUCCESS...

I totally focus my thoughts, energy and attention on the successful outcome of whatever I am doing. I am willing to win and allow others to win: Win/Win. At all times, I display my inner pride, prosperity, competence and personal confidence. I am a successful person.

7. EDUCATION...

I learn from my mistakes. I consistently learn, grow and master so that I can help my fellow team members and clients learn, grow and master too. I am an educator and allow my clients to make their own intelligent decisions about their future remembering that it is their future. I impart practical and useable knowledge rather than just theory.

8. TEAM WORK...

I am a team player and team leader. I do whatever it takes to stay together and achieve team goals. I focus on co-operation and always come to a resolution, not a compromise. I am flexible in my work and able to change if what I'm doing is not working. I ask for help when I need it and I am compassionate to others who ask me.

9. BALANCE...

I have a balanced approach to life, remembering that my spiritual, social, physical and family aspects are just as important as my financial and intellectual. I complete my work and my most important tasks first, so I can have quality time to myself, with my family and also to renew.

10. FUN...

I view my life as a journey to be enjoyed and appreciated and I create an atmosphere of fun and happiness so all around me enjoy it as well.

11. SYSTEMS...

I always look to the system for a solution. If a challenge arises I use a system correction before I look for a people correction. I use a system solution in my innovation rather than a people solution. I follow the system exactly until a new system is introduced. I suggest system improvements at my first opportunity.

12. CONSISTENCY...

I am consistent in my actions so my clients and team mates can feel comfortable in dealing with me at all times. I am disciplined in my work so my results, growth and success are consistent.

13. GRATITUDE...

I am a truly grateful person. I say thank-you and show appreciation often and in many ways, so that all around me know how much I appreciate everything and everyone I have in my life. I celebrate my wins and the wins of my clients, and team. I consistently catch myself and other people doing things right ...

14. ABUNDANCE...

I am an abundant person, I deserve my abundance and I am easily able to both give and receive it. I allow abundance in all areas of my life by respecting my own self worth and that of all others. I am rewarded to the level that I create abundance for others and I accept that abundance only shows up in my life to the level at which I show up.