AWSA Team Members’ Commitment to Member Service

AWSA staff are dedicated partners, contributing their knowledge, experience, and expertise to support the mission and goals of the association.

• **Members are the purpose of our work.** The same is true of coworkers seeking assistance from us in serving our members. We are all part of the same team, working for the same goals.
  o Membership and member service are everybody’s business.
  o School leaders make an enormous impact upon our communities. It’s an honor to work on their behalf.

• **We take personal responsibility** to ensure that all members, potential members, coworkers and others we serve receive a timely, accurate, and courteous response to their needs.
  o Listen with intent to understand.
  o Freely share our knowledge.
  o Communicate effectively.
  o Always extend VIP treatment while “onstage”
  o Have high professional competence expectations of ourselves.

• **We take pride in our work.**
  o Do the little and big things well.
  o Demonstrate zeal for finding solutions and continuous improvement.
  o Demonstrate personal dignity, integrity and dedication.

• **Attitudes are contagious.**
  o Extend courtesy and compassion.
  o Have fun: Enjoy our professional life.
  o Give praise, recognition and appreciation often.
  o Lead by example.

• **We thrive in an organization that...**
  o Is based upon trust, caring, mutual respect and promotes equity.
  o Facilitates opportunities to learn and grow.
  o Provides the necessary tools and information to do our job.
  o Helps us feel that we make a difference and recognizes contributions.

• **We encourage constructive feedback**
  o Employees share concerns or disagreements regarding pending decisions based upon the best interests of members, but once the decision is made, fully support and enthusiastically implement the policy or decision.
  o Association decision-making considers different points of view and recognizes the need for all team members to share concerns or provide thoughtful dissent.

**Adopted June, 2019**