

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.
 - Membership and member service are everybody's business.
 - 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.
 - Listen with intent to understand.
 - Freely share our knowledge.
 - Communicate effectively.
 - Always extend VIP treatment while "onstage"
 - Have high professional competence expectations of ourselves.
- **We take pride in our work.**
 - Do the little and big things well.
 - Demonstrate zeal for finding solutions and continuous improvement.
 - Demonstrate personal dignity, integrity and dedication.
- **Attitudes are contagious.**
 - Extend courtesy and compassion.
 - Have fun: Enjoy our professional life.
 - Give praise, recognition and appreciation often.
 - Lead by example.
- **We thrive in an organization that...**
 - Is based upon trust, caring, mutual respect and promotes equity.
 - Facilitates opportunities to learn and grow.
 - Provides the necessary tools and information to do our job.
 - Helps us feel that we make a difference and recognizes contributions.
- **We encourage constructive feedback**
 - 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.
 - 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