**Establish, Revise or Reaffirm the Organizational Values**

**Steps**

1. **Identify the current beliefs of the organization**. Be aware of some of the underlying assumptions about how the organization behaves. For example, think about how people are treated, relationships are developed or decisions are made. Also think in terms of all the stakeholders, including Board members, volunteers, staff and clients).
2. **List values that aren’t currently being demonstrated in the organization, but should be** - such as treating clients with respect and dignity.
3. **Turn the description of beliefs and behaviors into value statements.** Ensure that there is no jargon or vague language that would allow people to interpret them differently.
4. **Prioritize the list** by getting agreement on the key or most important values.
5. **Describe how the values could translate into the day-to-day work of the organization.** Consider the impact of the values on all aspects of the organization including, governance, operations, programs, relationships and behavior.
6. **Formalize the value statement** through Board endorsement. Consider whether to make the value statement an organizational policy.
7. **Communicate the value statement to all key stakeholders.** This can be done as a part of the overall communication strategy.

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**Examples of Organizational Values**

Y Constant learning: *We continuously learn from our successes and mistakes and then apply them to do even better in future endeavors. We regularly seek out feedback from all our key stakeholders.*

Y Respect and humility: *We approach others in a way that demonstrates that we value them and their contribution. We show respect and humility in all our stakeholder relations, including the relationship between the Board and staff, and in the way we communicate with funders and deliver services to clients.*

Y Meaningful partnerships*: We form and then actively nurture meaningful partnerships and collaborations in order to better serve our clients and reduce duplication of effort.*

Y Good decision-making: *We are rigorous in our decision-making processes. This means that we will be creative, thoughtful and decisive and are prepared to make tough choices.*

Y Integrity: *We are honest and frank in all of our dealings and communications. We ensure information that is timely, appropriate and honest.*

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**Values Checklist**

Use this checklist to review your current values. If all of these conditions are not met, consider revising the values.

D The values address all aspects of the organization from how it is governed to how we build relationships. They are not just focused on how we work with the people we serve.

D The values are still relevant to the mission of the organization.

D The language is clear to everyone. There is no jargon or vague language.

D We are all clear about how our values translate into day-to-day behavior. Everyone has a consistent interpretation of how they affect our structure, processes and relationships.

D The values are explicit enough that we can identify when they are being met and celebrate them