



ORGANIZATIONAL VALUES

as adopted by the JT&SRR Museum Board of Directors – 2/15/04

As members of the Joshua Tree & Southern Railroad Museum, we choose to embrace and practice the following values:

In practicing ***integrity***, we strive to be honest, reliable, respectful, ethical, fair and authentic. We will serve in a manner consistent with our values and follow through on our commitments.

In practicing ***empathy***, we will be sensitive to the needs of others by being compassionate, thoughtful, open-minded, willing to understand, and by being good listeners.

In practicing ***service***, we understand our roles as representatives of the organization. We will endeavor to practice humility, to make things better for others, and to treat others as we want to be treated.

In practicing ***excellence***, we will strive to do our best by demonstrating a commitment to quality and the development of others.

In ***creating a positive environment***, we will express our appreciation for, and recognize, others. We will take pride of ownership in our work, be courteous, encourage creative thinking, seek and be open to challenges, create esprit de corps, maintain a safe work environment, and act with enthusiasm.

In creating ***unity of purpose***, we will practice cooperation and teamwork. We will practice open communication by keeping others informed, considering the needs of others, and at times deferring to the needs of others.

In practicing ***responsibility***, we will be accountable in our actions, take initiative, make appropriate decisions, and act decisively. We will acknowledge our errors and correct them.

In practicing ***loyalty***, we will respect the individual and the different views we may have on certain issues. We will support each other, abide by decisions, and strive to always present a positive image of the organization.



ORGANIZATIONAL BEHAVIORS

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The following behaviors were identified as ways for the organization's members to demonstrate and act on their values. The list is not meant to be all-inclusive, but rather descriptive of the types of behaviors that would demonstrate each value.

Integrity—no surprises, speak up with concerns rather than internalize; say in the group what you say in private; always be honest; frank; give credit where it's due; be factual in advising others; be consistent in the application of rules and practices; all visitors and members deserve the same treatment; tell people the whole story.

Empathy—voice expressions of concern; practice active listening; walk in each others' shoes; be slow to judge; acknowledge others' feelings; show you care; respect one another's abilities.

Service—be courteous, professional; demonstrate a problem-solving attitude; ask visitors and members if they need help and then help them; demonstrate friendliness; be receptive to requests.

Excellence—encourage innovation; support personal growth; encourage self-development; allow people to be innovative without negative consequences; encourage creativity in problem solving.

Create a positive environment—work and play in a cooperative manner; provide frequent feedback on work accomplishments; reward work performance; provide education and development opportunities.

Unity of purpose—reinforce with each other why we're here; act in support of mission statement; identify opportunities to help each other, focus on how we are alike rather than our differences.

Loyalty—go the extra mile; project a positive image through appearance and actions; do not talk disparagingly about the organization, its members or visitors.

Responsibility—take ownership of your work and behavior; take pride in your work; tell a director if you see a problem or have a problem; be solution-oriented; don't be reluctant to do something extra; offer constructive criticism.