

*Values: Walking Our Talk**

“How can we tell if we are living our values in our relationships with our customers and suppliers, and work associates, and our work itself? Our values need to become more than words. They need to become deeds. They need to become behavioral statements: our organizational practice of our organizational ethics.

Here are some examples of how ideas can be expressed as actions:

Word	Deed
Diversity	We seek the maximum mix of people in our collaborative efforts.
Quality	We do it right the first time.
Service	We do unto others as we would have them do unto us.
Learning	We create time out to reflect on and enhance our efforts. When we do not know, we ask.
Risk	We ask why not and not simply why.
Timeliness	We do it now.
Excellence	We want to create good habits.
Dedication	We honor “how much you care” before “how much you know.”
Team	We look on each person with the same eye of favor. We work together, train together.
Goal oriented	We focus on results, not activities.
Continuous Improvement	We structure projects so there are visible payoffs along the way.
Experiment	We try out rough prototypes of new systems to get early feedback from the people who will use them.
Efficiency	We postpone automation until processes are redesigned.”

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