



T

PEOPLE & VALUES

“ You can’t
talk your way out of a
problem you’ve behaved
yourself into. ”

STEPHEN R. COVEY

“ ...but you can behave
yourself out of a problem you’ve
behaved yourself into...and
often faster than you think your
way out of a problem you’ve
behaved yourself into. ”

STEPHEN M.R. COVEY



Handwritten musical notation on a staff, including notes, rests, and accidentals, with the number **02** to its right.

Handwritten musical notation on a staff, including notes, rests, and accidentals, with the number **06** to its right.

Handwritten musical notation on a staff, including notes, rests, and accidentals, with the number **17** to its right.

Handwritten musical notation on a staff, including notes, rests, and accidentals, with the number **18** to its right.

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Handwritten musical notation on a staff, including notes, rests, and accidentals, with the number **28** to its right.





OUR VIS

VALUES

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OUR VALUES

INTEGRITY

Be honorable and trustworthy even when no one is looking

- Represent our company, our values, and our beliefs
- Practice what we preach, and do what we say
- Be honest and transparent
- Stand up for what is right, even if it means speaking up
- Treat others with respect and dignity

VISIONARY

Nurture innovative ideas, bold explorations and a pioneering spirit

- Embrace change and innovation, and be open to new ideas
- Take calculated risks, and explore new opportunities
- Be curious, and ask questions
- Challenge the status quo, and think outside the box
- Be proactive, and take initiative

BEYOND SERVICE

Create and deliver positive defining moments

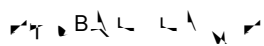
- Be customer-centric, and focus on the customer's needs
- Provide exceptional service, and go above and beyond
- Be empathetic, and understand the customer's perspective
- Be proactive, and anticipate the customer's needs
- Be consistent, and deliver the same high-quality service every time

OUR VALUES TOOLKIT


“What makes any decision a non-negotiable is the fact that you adhere to the right direction, not just sometimes, but all the time. Once you know where true north is, and you never vary from that direction, you can be truly accountable to yourself and others.”

“You are either headed north, in alignment with your own non-negotiable, or you’re not. And if you’re not, and your non-negotiable ever slips, then you know who has to change direction and resume control of the journey.”



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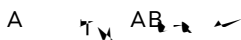
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10

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12

 A W AB W

14

CRUCIBLE MOMENTS

A crucible moment is a singular transformative experience that tests a person's commitment to their core values and can change the course of a person's life. These occur when we make a critical mistake or behave in a way that has the potential to cause great harm to ourselves and others.

Crucible moments are often the result of a series of events that lead to a single, transformative experience. These moments can be the result of a single event, such as a natural disaster, or a series of events, such as a long-term struggle. Crucible moments are often the result of a series of events that lead to a single, transformative experience. These moments can be the result of a single event, such as a natural disaster, or a series of events, such as a long-term struggle. Crucible moments are often the result of a series of events that lead to a single, transformative experience. These moments can be the result of a single event, such as a natural disaster, or a series of events, such as a long-term struggle.

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4. IGNORE

. MINIMIZE

. CONFRONT

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"Crucibles force people into deep self-reflection, they inquire into their values, question their assumptions and hone their judgment."

– Warren Bennis

CRITICAL CONVERSATIONS

critical conversations are those in which the stakes are high, emotions run strong, and opinions vary. These conversations are often the most difficult to have, but they are also the most important. They are the conversations that can make the difference between a team that is stuck in a rut and a team that is thriving. They are the conversations that can help us to understand each other better, to resolve our differences, and to move forward together.



When you are in a critical conversation, it is important to be aware of these three factors. If you are not aware of them, you may find yourself reacting in a way that is not helpful. Instead, you should try to understand the other person's perspective, to express your own perspective clearly, and to work together to find a solution.

There are three ways to handle a critical conversation: you can accept the negative behavior, you can change your environment, or you can confront the behavior.

- 1. ACCEPT THE NEGATIVE BEHAVIOR, *“I’ll just ignore it.”*
- 2. CHANGE OUR ENVIRONMENT, *“I’ll just avoid the person who is causing the problem.”*
- 3. CONFRONT THE BEHAVIOR, *“I’ll talk to the person who is causing the problem and let them know that their behavior is unacceptable.”*

“

Leadership and
learning are
indispensable to
each other.”

JOHN F. KENNEDY

PEOPLE
& *VALUES*

OFFICE OF PEOPLE AND VALUES

• **Values:** The core beliefs and principles that guide an organization's behavior and decision-making. Values are often expressed through the organization's mission statement, code of ethics, and other communication channels.

• **People:** The individuals who work for the organization. People are the primary focus of the Office of People and Values, as they are responsible for living the organization's values and creating a positive work environment.

**Please contact the
Office of People and Values at:**

OPV TTUHSC.EDU

WWW.TTUHSC.EDU/PEOPLE VALUES





OUR VALUES INITIATIVE

Values are the guiding principles that inform the decisions we make every day. They are the foundation of our culture and the way we work. Our Values Initiative is a program that helps us to identify, define, and live our values. It is a journey that we are all on together, and we are excited to see how it will shape our future.

S T I :

- + **Service** - We are committed to providing exceptional service to our customers and employees.
- + **Integrity** - We do what we say we will do, and we stand up for what is right.
- + **Teamwork** - We work together to achieve our goals and support each other.
- + **Ownership** - We take responsibility for our actions and the success of our organization.
- + **Respect** - We treat each other with dignity and respect.
- + **Learning** - We are committed to continuous learning and growth.

PROGRAM LENGTH: 12 weeks, 1 hour per week, 12 total hours

PROGRAM OFFERING: Live, self-paced, and on-demand options available

PROGRAM SIZE: 1000 employees, 1000 seats available

REGISTRATION: Open to all employees, registration required, limited spots available

LEADERSHI

LEADERSHIP FOUNDATIONS

EMERGING LEADERS

Work with a group of students to explore the role of a leader in a community. Discuss the qualities of a leader and how they can be developed. Encourage students to share their own experiences and insights.

S T I :

- + *Self-leadership* (Self-leadership)
- + *Leadership qualities* (Leadership qualities)
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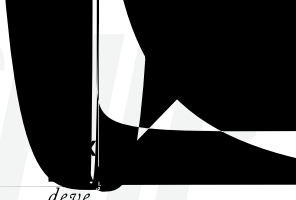
PROGRAM START: (Start date, time, location)

PROGRAM SIZE: (Number of students, duration)

REGISTRATION: (Registration fee, contact information, registration process)

PROGRAM COST: \$ /

**T is fee covers cost of assessments, supplies and other costs related to*



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NEXT LEVEL LEADER DEVELOPMENT

Next Level Leader Development is a series of courses designed to help you develop the skills and knowledge you need to become a more effective leader. The program includes a variety of activities, including self-assessments, group exercises, and guest speakers. The program is designed to be completed over a period of 12 weeks.

STUDENTS:

- + Leadership Self-Assessment
- + Leadership Assessment
- + Leadership Interview
- + Leadership Presentation
- + Leadership Case Study
- + Leadership Role Play
- + Leadership Guest Speaker
- + Leadership Final Project

PROGRAM START: August 15, 2023, 9:00 AM

PROGRAM SIZE: 10-15 students per cohort

REGISTRATION: Free, but a fee is required for materials and supplies. The fee is \$100.00. The fee includes a copy of the program manual, a copy of the self-assessment, and a copy of the final project. The fee also includes a copy of the program manual, a copy of the self-assessment, and a copy of the final project.

PROGRAM COST: \$100.00

TEAM ASSESSMENTS

- **Assess** the current state of the team, including the team's strengths, weaknesses, and overall performance.
- **Identify** the team's goals and objectives, and determine the resources and support needed to achieve them.
- **Develop** a team assessment plan, including the methods and tools to be used.

- + **Conduct** the team assessment, using the methods and tools identified in the plan.
- + **Analyze** the results of the assessment, and identify the key findings and areas for improvement.
- + **Communicate** the results of the assessment to the team and other stakeholders.
- + **Develop** a team improvement plan, based on the findings of the assessment.

T 6T ☒W G

DESCRIPTION: This assessment is designed to evaluate the team's performance and identify areas for improvement. It involves a series of activities, including self-assessments, peer assessments, and manager assessments. The results of the assessment are used to develop a team improvement plan, which is then implemented to enhance the team's performance.

INCLUDED:

- + **Self-assessment:** Team members complete a self-assessment form to evaluate their own performance and the team's overall performance.
- + **Peer assessment:** Team members complete a peer assessment form to evaluate the performance of their colleagues.
- + **Manager assessment:** The manager completes a manager assessment form to evaluate the team's performance.

M - **B** - **T** - **I** (MBTI)

DESCRIPTION: The Myers-Briggs Type Indicator (MBTI) is a self-report questionnaire that categorizes individuals into 16 personality types based on four dichotomous dimensions: Extraversion vs. Introversion, Sensing vs. Intuition, Thinking vs. Feeling, and Judging vs. Perceiving. The MBTI is widely used in organizational settings for team building, leadership development, and career counseling. It provides a framework for understanding individual differences in how people perceive the world and make decisions.

MONTHLY

MONTHLY DEVELOPMENT OPPORTUNITIES

Each of the 12 months of the year offers a unique opportunity for you to learn and grow. Below are some of the ways you can take advantage of these opportunities. Some are more obvious, while others are less so. We've provided a list of ideas to help you get started.

O P V W

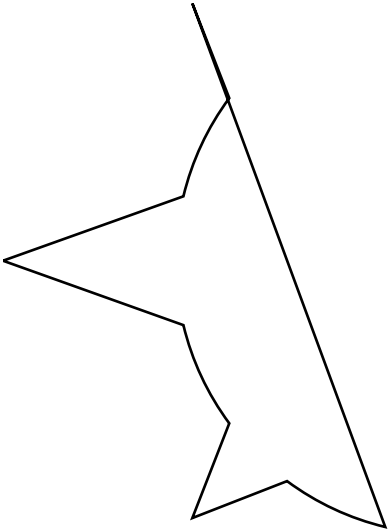
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C U P

Each of the 12 months of the year offers a unique opportunity for you to learn and grow. Below are some of the ways you can take advantage of these opportunities. Some are more obvious, while others are less so. We've provided a list of ideas to help you get started.

C C D P

Each of the 12 months of the year offers a unique opportunity for you to learn and grow. Below are some of the ways you can take advantage of these opportunities. Some are more obvious, while others are less so. We've provided a list of ideas to help you get started.



THE JOURNEY

BY ROXANNA JONES

*and the world has been
spinning ever since
I stepped out of my
plane, and I've never
been the same. I've
been to the most
beautiful places in
the world, and I've
seen things that I
never thought I
would see.*



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