

## THE WELLSPRING EXPERIENCE BEHAVIORS



### **PERFORMING AS A TEAM** is accomplished when you:

- Help and support all others.
- Communicate openly and honestly.
- Acknowledge others and say thank you.
- Be flexible with change.



### **BEING ACCOUNTABLE FOR RESULTS** is accomplished when you:

- Take responsibility for your work.
- Participate in finding solutions when problems arise.
- Follow up in a timely manner according to priorities.
- Treat other people's belongings better than your own.
- If you see it, pick it up.



### **LEADING BY EXAMPLE** is accomplished when you:

- Do what you say you will do.
- Have important conversations when needed.
- Speak positively about each other, Wellspring and the people we serve.



### **SHARING KNOWLEDGE AND EXPERTISE** is accomplished when you:

- Be a resource for other people about Wellspring.
- Take time to ask questions and listen to others.



### **DELIVERING A PERSONALIZED EXPERIENCE** is accomplished when you:

- Make eye contact, smile and greet people by name.
- Anticipate needs and meet them.
- Create meaningful conversations with the people we serve.
- Introduce others and make them feel welcome.
- Find out what the customer wants and work to achieve it.
- Honor and respect others for their background and culture.

#### **OUR MISSION**

Motivated by Christ's love, we engage people as they experience and embrace their God-given potential.

#### **OUR VISION**

Changed lives. Strong families. Transformed communities.

#### **OUR VALUES**

Christ-centered | Excellence | Integrity | Life