



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



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OUR VIS

VALUES

... ..

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 live our values every day
- Be honest and straightforward
- Communicate openly and honestly, and listen to others
- Treat others with respect and dignity

VISIONARY

Nurture innovative ideas, bold explorations and a pioneering spirit

- Challenge the status quo and think outside the box
- Encourage and support innovation and risk-taking
- Embrace change and new ideas
- Collaborate and work together to achieve our goals
- Stay focused on our mission and vision

BEYOND SERVICE

Create and deliver positive defining moments

- Deliver exceptional customer service and support
- Go above and beyond to meet our customers' needs
- Create a positive and welcoming work environment
- Foster a culture of collaboration and teamwork
- Stay committed to our core values and mission

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 are often the result of a series of events that lead to a single, transformative experience. These moments are often the result of a series of events that lead to a single, transformative experience. These moments are often the result of a series of events that lead to a single, transformative experience.

1. IGNORE

2. MINIMIZE

3. CONFRONT

1. IGNORE

2. MINIMIZE

3. CONFRONT

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

– Warren Bennis



TOP THREE TAKEAWAYS

- + *Trust is the most important factor in business success*
- + *Trust is the most important factor in business success*
- + *Trust is the most important factor in business success*

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CRITICAL CONVERSATIONS

critical conversations are those in which the stakes are high, emotions run strong, and opinions vary. These conversations are 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 make the difference between a manager who is ineffective and a manager who is effective. They are the conversations that can make the difference between a company that is stagnant and a company that is growing.



High stakes, strong emotions, and varying opinions are the hallmarks of critical conversations. These conversations are 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 make the difference between a manager who is ineffective and a manager who is effective. They are the conversations that can make the difference between a company that is stagnant and a company that is growing.

There are three ways to handle critical conversations: 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 change the way I work.”*
- 3. CONFRONT THE BEHAVIOR, *“I’ll just tell them what I think.”*

“

Leadership and
learning are
indispensable to
each other.”

JOHN F. KENNEDY

PEOPLE
& *VALUES*

OFFICE OF PEOPLE AND VALUES

• **Values:** The 2015-2016 survey of faculty and staff revealed a number of positive values that were consistent with the university's mission. The survey also identified areas for improvement and provided a roadmap for the future.

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**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 encourage you to join us.

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 are honest and transparent in all our interactions.
- + **Teamwork** - We work together to achieve our goals and support each other in our work.
- + **Passion** - We are passionate about our work and committed to excellence in everything we do.
- + **Customer** - We are committed to understanding our customers' needs and providing them with the best possible experience.
- + **Learning** - We are committed to continuous learning and growth for ourselves and our organization.

PROGRAM LENGTH: 10 weeks, 1 hour per week, 10:00 AM - 11:00 AM

PROGRAM OFFERING: Live, on-site, and virtual options available.

PROGRAM SIZE: Limited to 25 participants per session.

REGISTRATION: Registration is open to all employees. To register, please visit [www.ourvaluesinitiative.com](#) or contact your manager.

LEADERSHI

LEADERSHIP FOUNDATIONS

EMERGING LEADERS

Work with a group of students to identify a problem or issue that is important to them. They will then work together to develop a plan of action to address the problem or issue. This program is designed for students who are interested in leadership and want to develop their skills.

STUDENT:

- + 1 year of high school credit
- + 1 letter of recommendation
- + 1 letter of recommendation from a teacher
- + 1 letter of recommendation from a parent
- + 1 letter of recommendation from a community member
- + 1 letter of recommendation from a business leader
- + 1 letter of recommendation from a government official
- + 1 letter of recommendation from a religious leader
- + 1 letter of recommendation from a professional

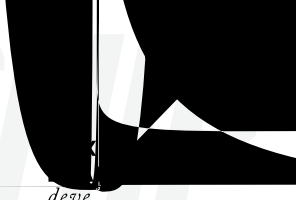
PROGRAM START: 1st semester, 1st year of high school

PROGRAM SIZE: 10 students per cohort

REGISTRATION: \$100 (includes materials, transportation, and other costs related to the program). This fee is waived for students who are in financial need.

PROGRAM COST: \$100

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



NEXT LEVEL LEADER DEVELOPMENT

Next Level Leader Development is a series of four 90-minute sessions designed to help you develop your leadership skills and become a more effective leader. The program is designed to help you understand the importance of leadership, develop your leadership skills, and become a more effective leader. The program is designed to help you understand the importance of leadership, develop your leadership skills, and become a more effective leader.

SESSIONS:

- + Leadership: What it is and why it matters
- + Leadership: How to become a leader
- + Leadership: How to build a team
- + Leadership: How to manage a team
- + Leadership: How to motivate a team
- + Leadership: How to resolve conflicts
- + Leadership: How to communicate effectively
- + Leadership: How to make decisions

PROGRAM START: 9:00 AM, Monday, June 15, 2021

PROGRAM SIZE: 100 participants (maximum)

REGISTRATION: Free. Registration is required. Registration is required. Registration is required. Registration is required. Registration is required. Registration is required. Registration is required. Registration is required. Registration is required. Registration is required.

PROGRAM COST: \$

T C

DESCRIPTION: _____

INCLUDED:

- + _____
- + _____

COST: \$ _____

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 based on Carl Jung's theory of psychological types and is widely used in organizational settings for team building, leadership development, and personal growth.

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

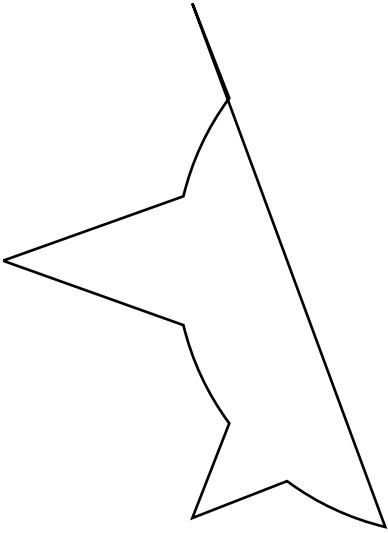
Each of the 12 months of the year offers a unique opportunity for you to learn and grow. Below are some of the ways you can take advantage of these opportunities. Some are more obvious, while others are less so. We've provided a list of ideas to help you get started.

C 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
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spinning ever since
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spinning ever since
and the world has been
spinning ever since*



© 2014



2014

