



## Tenets of Organizational Culture

Each staff member of the Anchorage Museum is asked to embrace and commit to the Tenets of Organizational Culture as presented in the Museum's strategic plan. These tenets are the framework needed to support, encourage, and empower the innovation and creativity that makes working at the Anchorage Museum a rewarding experience for everyone.

You, as are all staff, are an integral member of our collegial community and are entrusted to:

- Place our public and communities at the center of all we do.
- Interact with internal and external stakeholders with the highest integrity.
- Work for the greater good and long-term health of our Museum.
- Engage in innovation and creative problem solving for the best results.
- Support the mission, values, vision and strategic priorities adopted by the Museum.

To best serve all our stakeholders, we have the following key expectations of all our staff:

**A: Act Collaboratively** - Approach your work with a collaborative spirit by:

- Placing customer-service and community responsiveness first and being a leader in customer service at all times, both in and out of the museum.
- Contributing to our culture of innovation and learning, leading with curiosity, sharing learning and resources, and realizing risk-taking requires a collaborative and co-creative approach.
- Capitalizing on fellow staff members' talent, experience, and achievements to problem solve and make time to celebrate the achievements of others.
- Supporting institutional decisions and ensuring strategic actions advance established directives. Understand Museum-wide decisions and their implication on your work and priorities.
- Upholding Museum policies, standards, and ethics that guide our collective work. Make it your business to know the policies and standards of ethics. It is your job to uphold them.

**C: Communicate Constructively** – Effective communication is a combination of tone of voice, body language, the time and place of the exchange, the message, and the people involved. Aim to be professional and considerate at all times. Every staff member is a Museum representative and your actions reflect on the Anchorage Museum.

- Welcome, listen and seek to understand others.
- Engage others with humility, honesty, and human dignity ... always. It is every employee's duty to engage others with the highest standards.

- Share key information, changing deadlines, and updates in a timely fashion. It is every staff member's responsibility to plan wisely, share information, and to manage time effectively.
- Lead with an open mind, and when in doubt, ask questions. When working on organizational goals, leave personal agendas outside.
- Understand the nuances and complexities of communication in the workplace. Engage as a professional, give constructive criticism, and do not receive feedback as a personal criticism.

**T: Take Responsibility** – Own your actions, your attitude, and your work. Do your best work and ask for help when you need support. Every staff member is a team member first, and part of the collegial community. Always:

- Bring a positive and constructive attitude to work every day. Contribute to a positive and healthy work environment. Separate personal issues from work issues. Be a change agent for a model work place.
- Be responsible for your actions and the impact of your choices by taking responsibility for your work, your mistakes, and your contributions. Communicate your progress, especially since it always impacts someone else.
- Act within your scope of authority and responsibilities and respect the authority of others. Do not usurp the authority of others or "go rogue" on a project.
- Plan necessary steps for successful outcomes allowing for the unexpected. Build in extra time since surprises inevitably come up and tasks take longer than anticipated.
- Strive for excellence as an individual, on project teams, and for the vitality of the Museum. Use your time as a staff member at the Anchorage Museum to learn, grow, and excel.