

WALLACE CENTER
HUMAN-CENTERED CULTURAL AGREEMENTS



CONTRIBUTE TO
SUPPORTIVE,
EMPATHETIC AND
JOYFUL TEAM CULTURE

CENTER EMOTIONAL,
PHYSICAL & MENTAL
WELLNESS

PRIORITIZE GROWTH &
DEVELOPMENT

MAINTAIN ACHIEVABLE
WORKLOADS

COMMIT TO AUTHENTIC
ORGANIZATIONAL
ACCOUNTABILITY

CULTIVATE
TRANSPARENT &
COLLABORATIVE
DECISION MAKING

HONOR PERSONAL
STYLE, NEEDS, &
BOUNDARIES

PROMOTE OPEN,
HONEST & RESPECTFUL
COMMUNICATION

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AGREEMENT : **Contribute To Supportive, Empathetic and Joyful Team Culture**

- Allowing empathy to inform expectations, assumptions & collaboration
- Asking for help and offering support to teammates to balance workloads
- Celebrating wins of all shapes & sizes
- Cultivating joy, warmth & humor through actions small and large
- Valuing and integrating diverse perspectives and approaches
- Prioritizing in-person time together
- Caring for each other through bad news and bummers

AGREEMENT : **Center Emotional, Physical and Mental Wellness**

- Welcoming and not expecting team members to show up as their authentic, vulnerable & honest selves
- Encouraging staff to take breaks during the day to care for their bodies
- Creating workflows with flexible expectations that make space for obligations outside of work
- Honoring and encouraging team members to take time off, utilize sick time for both mental and physical health, and fully unplug when taking time off
- Prioritizing mental health and well-being

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AGREEMENT : Prioritize Growth and Development

- Creating and funding diverse opportunities for content, skill leadership growth
- Measuring staff performance by contributions and growth
- Providing competitive salary and benefits for all staff
- Prioritizing balanced workloads that allow staff to pursue growth opportunities
- Providing opportunities for internal & external mentorship to all staff
- Creating space for peer-learning & peer coaching
- Creating time for staff to seek out learning in ways big & small

AGREEMENT : Maintain Achievable Workloads

- Planning work to balance meetings, professional development, focus time & well-being
- Creating and revisiting forward-thinking work plans that avoid work pileups & delegate responsibility
- Adequately staffing teams & projects, considering opportunities for staff development and growth
- Adjusting tasks when plans change to support work/life balance
- Encouraging staff to speak up when they have more to do than they can manage
- Bringing workload balance into regular conversations between staff and supervisors

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AGREEMENT : Commit to Authentic Organizational Accountability

- Consistently documenting and sharing information and processes with our team and networks
- Prioritizing trusted, collaborative relationships within our team and with partners
- Acknowledging & celebrating successes; recognizing failures as points of reflection & learning
- Consistently utilizing established tools & processes
- Collectively defining & upholding organizational identity
- Actively interrupting and addressing microaggressions when we witness them

AGREEMENT : Cultivate Transparent and Collaborative Decision Making

- Clearly outlining decision-making processes, involvement & outcomes
- Making critical decisions via participatory processes and incorporating a diversity of perspectives
- Distributing decision-making to staff by relevance & responsibility
- Providing adequate information & time for staff to respond to decisions requiring input
- Incorporating and modeling collaborative processes wherever possible in our programs

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AGREEMENT : Honor Personal Style, Needs, and Boundaries

- Respecting & engaging the diversity of strengths, skills & work styles across our teams
- Valuing the quality of staff contributions over quantity
- Appreciating both the process and the products of our work
- Encouraging all staff to advocate for their needs & boundaries
- Playing to each other's strengths & recognizing the many ways to contribute to our work
- Making space for people to participate in their own way, including not participating

AGREEMENT : Promote Open, Honest and Respectful Communication

- Meeting feedback & conflict with curiosity while assuming good intent
- Maintaining open communication within & between teams and between staff
- Guaranteeing confidentiality in conversations where it is requested
- Communicating critical information via multiple forums