

Mapletons' Standards of Excellence



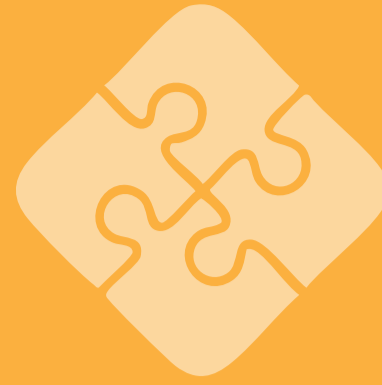
High-Expectations

We relentlessly pursue excellence through a shared vision of success, creating a culture of continuous improvement grounded in achievement and accountability.



Authenticity

We are genuine, honest, and true to ourselves and others, fostering an environment where people can embrace both imperfection and accomplishment, vulnerability and efficacy.



Belonging

We accept and include those around us, promoting a sense of safety, value, and honor for each individual's contributions to the organization.



Integrity

We strive for moral and ethical excellence, match our actions to our words, and commit to the highest professional standards.



Equity

We act in alignment with our beliefs that every person can achieve at high levels, and that each person must receive what they need to develop to their full potential.

This is evident when we:

Set and monitor clear goals and expectations based on high standards.

Act in alignment with one's core beliefs, values, and principles even when faced with challenges or external pressures.

Are inclusive with our words and actions.

Articulate our shared values as guiding frameworks to support people in the decisions and choices they are facing.

Recognize barriers and take steps to change system conditions to ensure fair experiences and outcomes for all.

Hold ourselves and others accountable, providing and receiving consistent two-way feedback.

Foster trust and safety to encourage moments of vulnerability and transparency.

Promote a sense of community that takes responsibility and gives credit.

Hold each other accountable to our shared values.

Name inequities in what we see and hear; we advocate without looking away.

Advance a culture of excellence and recognition.

Establish respectful relationships through open communication, integrity, and self-awareness.

Make personal connections including correctly pronouncing names and using preferred pronouns.

Do the right thing even when no one is looking and/or when it is difficult.

Engage in deep listening and hear the stories of others' lived experiences.

Promote shared ownership of responsibilities.

Live courageously without pretense by embracing our unique identities and imperfections.

Operate with empathy, awareness and respect for others' cultures, values, needs, and beliefs.

Are truthful in all communications -- providing complete and accurate information, admitting mistakes, being confidential when necessary.

Commit to a shared understanding of issues and co-creation of solutions.

Commit to collaboration, reflection, and personal growth in service of continuous improvement.

Embrace a growth mindset that is improved by healthy discourse.

Model and foster a culture of asking for help and taking risks, supporting and celebrating others.

Act in accordance with Mapleton's professional standards.

Use design methods to probe the system and innovate, while simultaneously noticing the impact of system changes on people.

Model integrity, fairness, and professionalism, and communicate with transparency.

Consistently build common ground for teams to be distinct, human, imperfect, and excellent together.

Foster a culture of unity and collaboration, avoiding the promotion of division and cliques.

Treat others with respect, making decisions with impartiality, and without personal bias or favoritism.

Identify our own cultural frames of reference to better understand ourselves and others.