

PERIOPERATIVE SERVICES

Sample Non-Negotiables

| NON-NEGOTIABLE | WHAT THE BEHAVIOR LOOKS LIKE | HOW THE BEHAVIOR WILL BE ROLE MODELED | HOW WE WILL BE ACCOUNTABLE |
|------------------------------------|--|---|----------------------------|
| Teamwork | | | |
| Always Manage Each Other Up | <p>Have each other's back. We are part of a team. We don't "throw others under the bus."</p> <p>We hold each other up; support each other publicly and privately.</p> | <p>During all interactions</p> <p>Not allowing each other to be blindsided. Keeping each other in the loop.</p> <p>Offering help without waiting to be asked</p> | |
| Communication | | | |
| Respectful communication | <p>Direct conversations.</p> <p>Ensuring if you are communicating something you are clear in your expectations and take extra step to validate understanding</p> | <p>Giving people the benefit of the doubt.</p> <p>Picking up the phone when you get multiple e-mails to get your response.</p> <p>Believe the best in your peers.</p> | |
| Excellence | | | |
| | <p>Transparency with integrity and respect.</p> <p>Say it here-say it loud.</p> <p>Comfortable and confident to bring problems/issues to the table</p> <p>Being courageous enough to say, "I need help."</p> | <p>Not take a presented problem personally</p> <p>Avoid triangulation i.e., promote direct conversations or redirect.</p> <p>If peer says "I need help, don't judge, but recognize and offer support.</p> <p>Direct and diplomatic in giving feedback and receiving</p> | |





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| | Everyone has the ability to have input engagement. Willing and comfortable to admit our mistakes. | feedback as a gift. Have open discussions without fear of retribution. | |
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