

ANA Adopted Values and Associated Behaviors

May 27, 2015

Background

- Values work launched at the February Directors Retreat.
- A Values work group (Directors) determined and recommended a draft of 5 ANA Enterprise values, the respective definition of each value and the associated behaviors for each value.
- Focus Groups representing staff at various levels across the enterprise provided input and recommendations to the draft values, definition of each value and behaviors associated with each value. They were asked the following questions:

Which values make sense to me? In other words can I picture this value in action? Are these values that I can support? Would others be able to recognize this value in me? What should this value look, sound, and feel like if I integrated this value into my work every day? Which values and/or behaviors would you add to the draft list or replace with?

- The collective recommendations (directors work team and staff focus groups) resulted in the adoption of 7 ANA Enterprise values, definition of each value, and associated behaviors.

Where we are now: Values Implementation Phase

It will be important to develop recommendations that will help bring the values to life so to speak in and among the ANA Enterprise.

Overarching Deliverable for the Values Implementation Team: Recommend a 30-60-90 day and one year framework that communicates the values work that has been accomplished and reflects the integration of the values and associated behaviors into ANA systems and processes. The framework will provide communication and integration steps that positively impact the ANA Enterprise workplace culture.

ENTERPRISE VISION: Nurses Creating a Healthy Nation a World of Possibilities

ANA MISSION: Nurses advancing our profession to improve health for all

ANCC MISSION: Promote excellence in nursing and health care globally through credentialing programs

ANF MISSION: Transforming the nation's health through the power of nursing

OPERATIONAL MISSION: I feel valued and excited to be a part of a learning organization that empowers everyone to contribute to desired outcomes.

VALUES: Our guiding principles; guard rails; what we to stand for and believe in. How we go about our work and how we treat one another.

We commit to intentionally striving to demonstrate the following ANA Enterprise Values:

- 1. Collaboration**
- 2. Empowerment**
- 3. Respect**
- 4. Excellence**
- 5. Creativity**
- 6. Trust**
- 7. Joy**

1. COLLABORATION

Definition:

Interacting with colleagues and partners to share knowledge, expertise and resources to achieve mutual goals

Associated Behaviors:

- Listen objectively by staying open and with a curiosity to learn.
- Be committed to helping colleagues and partners achieve success.
- When conflicts arise, work together to amend the situation.
- Keep track of and help others meet commitments. Offer reminders and assistance if needed.
- Regularly include others in decision making (before, during and after).

2. EMPOWERMENT

Definition: Leadership is everyone's business. It is not a position, it is a way being. It is choosing to be accountable no matter what title you hold. It is enabling others to act, taking initiative and engaging in respectful problem solving together.

Associated behaviors:

- Be accountable for intentionally practicing the ANA Enterprise values and coaching one another in modeling the associated behaviors.
 - Enable effective decision-making by appropriately including others in decision making.
 - Choose to influence the outcomes by putting your voice in the room even if your idea is not adopted in its entirety.
 - Learn to disagree *and* commit.
 - Communicate with one another when there are barriers and work together to remove them.
 - Trust each other to demonstrate sound judgment and responsible behavior, and to be accountable for our own work and actions.
 - Foster a safe and supportive environment that enables individuals to challenge processes and ideas with good-will.
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3. RESPECT

Definition:

Demonstrating appropriate consideration, appreciation, and regard for the value of others

Associated behaviors:

- Treat others with courtesy, consideration and understanding, and expect others to do the same.
 - When dealing with challenging issues, be open, transparent and caring.
 - Value and appreciate diversity of thought and contributions of others.
 - Take responsibility for own actions and be accountable for their impact on others.
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4. EXCELLENCE

Definition:

Committed to putting forth personal best, meeting obligations and delivering superior experiences that surpass customer expectations

Associated Behaviors:

- Be engaged, aligned and committed to the organization’s mission and priorities.
 - Acknowledge and reward innovation and extraordinary achievements.
 - Anticipate internal and external needs and expectations to deliver efficient and timely service.
 - Participate in decision-making and process-improvement at every level of the organization.
 - Be committed to life-long learning.
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5. CREATIVITY

Definition:

Contributing to an organizational spirit of creativity, energy, motivation and passion

Associated behaviors:

- Take risks, inspire creativity, and learn from our outcomes.
 - Allow time and space to share ideas with one another.
 - Be committed to continuous learning, and have a curious mind open to change.
 - Celebrate and learn from well-executed failures.
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6. TRUST

Definition:

Demonstrating a belief and confidence in one another's competence, communication, and character

Associated behaviors:

- Be intentional about reaching out to all levels of the organization to develop relationships.
 - Speak directly to one another with good-will.
 - Assume positive intent.
 - Be willing to say I see it differently with good-will.
 - Be a generous receiver and giver of feedback.
 - Initiate timely resolutions to misunderstandings.
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JOY

Definition:

Demonstrating a spirit of light-heartedness and positive expression in all that we do

Associated behaviors:

- Be intentional about celebrating success as a team and as an enterprise.
- Approach the work of ANA seriously and do not yourself too seriously.
- Be intentional about looking for what is right and good about the work that is accomplished.
- Think about how you can contribute to creating an enjoyable work experience for all.