



## Organizational Constitution March 2016

### Our Mission

Champion museums and nurture excellence in partnership with our members and allies.

### Our Operational Values

AAM employees embrace and demonstrate these core operational values in support of an engaging and inspiring workplace culture.

#### **1. Celebrate Our Passion and Creativity**

*Definition:* We are passionate about museums, and we are proud to work in support of their success. We take our work—but not ourselves—seriously, and we like to have fun. We creatively tackle challenges (not people!), boosting each other up with positive energy and a focus on solutions, not problems. We celebrate accomplishments big and small, and we are inspired by the diversity and creativity of the museum field.

*Behaviors:*

- I seek ways to showcase and celebrate the important work of museums, and the work that AAM does on their behalf.
- I use my creativity and that of my colleagues to help me identify solutions to challenges.
- I share my ideas for how to improve our workplace culture, and I listen to ideas shared by my colleagues to promote a positive, solution-oriented environment.
- I seek higher levels of involvement in work I find interesting. I share my passions with others and seek out ways for my talents to be fully utilized.

#### **2. Deliver “Wow” Service**

*Definition:* We provide excellent and courteous service and demonstrate a “can-do” attitude. We surprise and delight our customers by anticipating their needs, proactively addressing their concerns, providing solutions and exceeding their expectations.

*Behaviors:*

- I strive to make our customers feel heard and valued, and I address their questions/concerns promptly.
- I go the “extra mile” to help people find resources/information, even if those are not AAM products/services.
- I accept responsibility and apologize for errors – and actively work to correct them.

### **3. Learn & Grow**

*Definition:* We are a learning organization that identifies challenges/opportunities, raises new ideas and courageously tests new approaches to improve our quality, efficiency and collaboration. We embrace teamwork and we seek to continually learn from those in and outside of our organization—just as we seek opportunities to share our knowledge and experience with colleagues. We exhibit humility and are unafraid to acknowledge what we don't know. We accept failure as an inherent risk of innovation and know that it's our response to failure that matters most—identifying, correcting and learning from it.

*Behaviors:*

- I seek out ways to expand my knowledge and skills—related to the museum field and/or my individual expertise—and let my supervisor know how he/she can support my professional development.
- I share information with my colleagues to support their professional development and actively identify professional development/growth opportunities for those I supervise.
- I suggest new ways of working and actively search for ways to simplify processes and improve the user experience. I am receptive to new ideas shared by others.
- I work with my colleagues to test out new ideas and to learn from these experiences.
- I embrace constructive feedback and take ownership of my behavior and performance.
- I proactively seek out the information I need to do my job, and I make recommendations or decisions to solve problems.

### **4. Respect Each Other**

*Definition:* We trust each other to work openly, honestly, sincerely and ethically—and in the best interests of the organization, rather than individuals or departments. We value a diversity of people, perspectives and work styles and recognize that our field, our organization and our teams benefit from this diversity. We respect each other's creativity, individualism and time, and we follow through on our commitments to each other. We welcome rigorous and respectful debate in the interest of achieving our goals, and we actively seek feedback from colleagues. We celebrate the contributions of all of our colleagues.

*Behaviors:*

- I take personal responsibility for understanding, respecting and appreciating others who are different from me and whose perspectives or approaches differ from mine.
- I do what I say I am going to do. If I am unable to keep a commitment or meet a deadline, I immediately inform all people who will be impacted.
- I communicate proactively and productively, readily sharing information others need, telling the truth and maintaining confidences.
- I give honest and direct feedback in a respectful and timely manner. I am receptive when others share their feedback with me.
- When someone challenges a process I own, I thoughtfully consider their opinions and assume their best intentions.