

"The Institute embraces those passionate about what they do, relishes transparency, and knows we're always there for them. What we create is less important than why we do it and how perfect we can make it"

OUR INSTITUTE CULTURE AND NORMS

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(1) No need to say yes and mean no, nor commit without committing. No need to say you understand something, when you're not clear. We'll always thank you for letting us know.

(2) Try to follow our 'Touch it Once' rule. When you begin something, finish it. It saves the time of a second review, and keeps your mind fresher.

(3) When you open your e's, eliminate the trash, start at the top, and sequence respond to each with a "Got it" confirmation, so they know. For e's requiring a response, answer it now if it requires less than a minute, and if more, state an estimated time/date you'll respond with an answer, then note it in your calendar as a task. We do this to show equal respect to everyone, no matter who or where from. We hope to treat everyone equally.

(4) Internally, please copy everyone connected to the issue you're addressing. This re-confirms the transparency of the Institute, and allows anyone to address that memo (a) without requiring you to do it for them; (b) saves the others the time of looking up the email address, and (C) reconfirms we have no secrets.

(5) Treat everyone here like your best friend, even if you have to make an effort. When anyone calls with a concern or problem--begin your response with a thank you.

(6) Do your best to do all ten minute or less projects now. It's a good habit to learn.

(7) If you get stuck, hit a wall, or get confused enough you can't go further, just let us know and we'll jump in and help. We're here to help each other. You're never alone.

(8) Count on our support and funding any positive change you wish to make affecting your job, your workplace, or the Institute. If it fails, we'll thank you for trying. If it works, we'll celebrate your contribution.