



Fundamentals

5 - Be a Fanatic About Response Time

Respond to questions and concerns quickly, whether it's in person, on the phone, or by e-mail. This includes simply acknowledging that we got the question and we're "on it," as well as keeping those involved continuously updated on the status of outstanding issues.





Fundamentals

8 - Listen Generously

Listening is more than simply “not speaking.” Give others your undivided attention. Be present and engaged. Minimize the distractions and let go of the need to agree or disagree. Suspend judgment and be curious to know more, rather than jumping to conclusions. Above all, listen to *understand*.





Fundamentals

10 - When in Doubt, Communicate Personally

When delivering difficult or complex messages, or in emotionally charged situations, speak “live” to avoid the misunderstanding or misinterpretation of electronic messaging. Where appropriate, follow-up in writing to confirm understanding.





Fundamentals

16 - Assume Positive Intent

Work from the assumption that people are good, fair, and honest, and the intent behind their actions is positive. Set aside judgment and preconceived notions. Give people the benefit of the doubt.





Fundamentals

19 - Be Proactive

Solve problems *before* they happen by anticipating future issues, planning for contingencies, and addressing them in advance. Work with appropriate lead times and be respectful of others' needed lead times. Preventing issues is always better than fixing them. Look ahead and anticipate!





Fundamentals

24 - Be Curious

In the search for the best solutions, challenge and question what you don't understand. Dig deeper and don't accept anything at "face value" if it doesn't make sense to you. Be curious, ask thoughtful questions, and listen intently to the answers. Ask why or why not?

 SVA'S DNA



Fundamentals

29 - Treat Everyone With Dignity and Respect

Treat others in a way that honors their self-worth and respects their value as unique individuals, regardless of their background, appearance, or beliefs. Always act with kindness, compassion, and patience.



