

# Golden Rules & Professionalism

## *Core Principles for Success*

These fundamental principles apply to every interaction. They define what it means to be a professional representative of our organization.

The Golden Rules:

1. Treat everyone with respect, regardless of their response
2. Be honest in all communications—never exaggerate or mislead
3. Listen more than you talk—understand before persuading
4. Follow up on commitments—say what you'll do, then do it
5. Represent the organization with integrity—your actions reflect on all of us
6. Take care of materials and equipment—treat them like they're valuable (they are)
7. Support your teammates—lift others up, don't tear them down
8. Stay professional at all times—manage emotions and frustration

What Professionalism Looks Like:

- Punctuality: Arrive on time, fully prepared
- Appearance: Dress appropriately for the environment

- Language: Speak clearly, avoid slang or inappropriate language
- Attitude: Maintain positive energy and enthusiasm
- Reliability: Follow through on responsibilities
- Communication: Keep supervisors informed of issues
- Problem-solving: Address issues constructively

When You Make a Mistake:

1. Acknowledge it immediately—don't hide or minimize
2. Take responsibility—avoid blame-shifting
3. Apologize sincerely if someone was affected
4. Propose a solution—show how you'll fix it
5. Follow through—make sure the fix actually works

Remember: Professionalism is a choice you make every day. It's not always easy, but it's always worth it.