



HOW WE TREAT ONE ANOTHER AS COLLEAGUES AND PROFESSIONALS

At Snow College, leadership is more than a title — it's a responsibility to model the culture we expect throughout the organization. As leaders, we commit to the following behavior norms that support trust, alignment, and a high-performance environment:

1. We Assume Positive Intent

- We believe our colleagues are working in good faith, even when we disagree.
- We pause before assigning negative motives and seek clarification before judgment.
- We accept responsibility for our actions, avoid placing blame on others, and trust that decisions are made with the college's best interest as the priority.
- **Why it matters: Trust is built when people feel believed in, not second-guessed.**

2. We Communicate Directly

- We speak to people, not about people.
- We resist the urge to bring concerns to third parties unless necessary for resolution.
- When someone brings us a problem about another person, we ask: "Have you spoken with them directly?"
- **Why it matters: Gossip erodes trust. Direct communication builds strength.**

3. We Address Problems to Solve Them, Not Vent Them

- We identify issues clearly, without emotional storytelling or vague references.
- We bring data, context, and possible solutions — not just concerns.
- We recognize the difference between helping and rescuing.
- **Why it matters: Constructive problem-solving requires clarity and shared ownership.**

4. We Advocate with Context and Accuracy

- We take time to understand the full picture before advocating on behalf of others.
- We check assumptions, gather facts, and avoid taking sides.
- We are mindful of the impact our advocacy has on teams and culture.
- **Why it matters: Advocacy rooted in truth and consent builds trust, while unnecessary or uninformed advocacy can create conflict and slow progress.**





5. We Support Necessary Change, Even When It's Uncomfortable

- We understand that growth requires discomfort and adaptation.
- We don't protect status quo behaviors that conflict with college values or goals.
- We model resilience and a solution mindset in the face of change.
- **Why it matters: Change is the pathway to improvement, and our adaptability ensures the college continues to thrive and succeed.**

6. We Model Respect Across Divisions

- We treat faculty, staff, and colleagues in other departments as partners, not competitors.
- We refrain from us-vs-them language.
- We seek to understand other divisions' perspectives before drawing conclusions.
- **Why it matters: Cross-campus respect is foundational to institutional unity.**

7. We Give and Receive Feedback with Courage and Care

- We speak truthfully, kindly, and directly — especially when it's hard.
- We receive feedback without defensiveness and reflect on its merit.
- We understand that feedback is a gift that supports growth.
- **Why it matters: A culture of continuous improvement depends on safe, honest dialogue.**

Leadership Culture Commitment

By modeling these behaviors, we strengthen a workplace culture that reflects our mission, our values, and the way we want to treat one another.

These expectations apply to all of us, regardless of our role, and our shared commitment to them will help us maintain and even improve the amazing work culture we have built at Snow. When we engage with clarity, respect, and accountability, we create a community where people feel trusted, supported, and proud to belong.