

## Guiding Principles and Practices for a learning organization

How does an organisation create a culture of inclusion where every person feels valued, cared for, affirmed, and actually loves coming to work?

In its efforts to develop a culture based on human values where workers felt affirmed in a caring environment, The Family Action Centre developed a set of Guiding Principles and Practices. These were developed over time and through group discussions and consultation. They were eventually articulated and made explicit and became part of staff training and development sessions. They were included in a Staff Information Package that was provided to every staff member and reflected upon, revised and reinforced from time to time in team meetings and staff development sessions.

### Some Key Elements of the FAC Guiding Principles and Practices

- **Integrity** - Doing what I said I'd do when I said I'd do it
- **Personal Responsibility** - Assuming 100% responsibility for realising my full potential and marshaling available resources to create outcomes. Personal responsibility is a grace we give ourselves
- **Proactive Planning** - Directing our energies and charting our strategies to achieve what we want that is consistent with our vision and mission
- **Risking** - Choosing to trust ourselves to create new relationships, develop new directions and habits that result in confidence inner strength and joy, venturing beyond our limiting beliefs and accepting new challenges
- **Wisdom Leadership** - Leading from the higher self of nobility, generosity and dignity, developing leadership that is values based, vision directed and inspirational. All members of the team are leaders in their own sphere of responsibility.

Behaviours of staff based on desired principles and practices do not occur automatically in any organisation. They evolve over time and only with clear intention, direction and commitment. It is ideal if they arise out of group discussions and consultation, and they must be made explicit. They are

however an evolving concept and need to be revisited and revised regularly to maintain a strong organizational culture.

The Family Action Centre held three-day retreats each year as well as monthly Team Meetings to reinforce the tools and principles on which the centre was founded.