

Equitable • Excellent • Inclusive • Kind • Respectful



EQUITABLE

- Proactively **removes** barriers to access for clients, considering short-term fixes & sustainable solutions
- **Acknowledges** how different identities influence and inform each person's worldview, expertise, and ability to access to justice
- **Asks** of others, "*What do you believe is best for you? What do you prefer and/or need?*"
- Openly **discusses** how they distribute the opportunities and burdens of the work across the team
- **Acknowledges** racial identities and injustices in pursuit of truth and improvement



EXCELLENT

- **Listens** carefully to others, **spots** the issue beyond their primary concerns, and **strives** to holistically meet their needs
- **Asks**, "*Are we delivering the best results for our clients?*"
- **Reviews** own work product, and **asks** for, **incorporates**, and **responds** to feedback on work product
- **Admits** mistakes promptly to remedy them
- **Takes** initiative to see and respond to problems



INCLUSIVE

- **Seeks out** and **considers** alternative points of view from colleagues and clients, regardless of their position or rank
- **Asks** before making an important decision or policy, "*Who else needs to be consulted with on this, internally and externally?*"
- **Welcomes** and **accommodates** everyone, regardless of disability, identity, language, or preference
- **Makes an effort** to understand the work of colleagues, and appreciate the value that they bring
- **Recognizes** the contributions and successes of individuals across the organization



KIND

- **Listens** to others and **acknowledges** their needs
- **Acknowledges** and **apologizes** when they have said or done something hurtful
- **Expresses gratitude** toward others, including when they offer help or support
- **Gives** people the benefit of the doubt
 - **Asks**, "*How might these words or actions impact others?*" and considers all stakeholders



RESPECTFUL

- **Acknowledges** the value of others' ideas and experiences, even when disagreeing
- **Demonstrates** an appreciation for others' time through punctuality & preparation
- **Invites** new ideas from all levels, statuses, and perspectives
- **Listens** without interruption to get the full meaning of the person speaking
- **Acknowledges** the decision-making autonomy of others