

## Anthem Community Council CEO Baseline Expectations

Characteristic	Description
<b>Embrace and Model the Anthem Way Values</b>	The CEO must embrace and model the Anthem Way Values: <i><b>Acting with Integrity, Treating Everyone with Respect, Providing Friendly and Quality Service, Taking Ownership for Achieving Positive Results, Managing Community Resources with Care and Pride, and Working Together for the Collective Good and Benefit of Anthem.</b></i> See page 2 for descriptions.
<b>Humility</b>	A CEO with <b>HUMILITY</b> shares success with their teams when things are good and takes the blame when things do not. Their work speaks for itself.
<b>Mentors</b>	A CEO who <b>MENTORS</b> others humbly coaches as a trusted advisor and teacher through purposefully knowing and growing individuals both personally and professionally.
<b>Respectful</b>	A CEO who is <b>RESPECTFUL</b> is non-judgmental, thoughtful, and values differences. They listen to others while earning and giving respect. They display integrity as they build trusting relationships.
<b>Delegates Effectively</b>	A CEO who <b>DELEGATES EFFECTIVELY</b> recognizes the potential in others and provides them with appropriate opportunities to grow and develop through meaningful tasks, experience-building exercises, and/or stretch assignments.
<b>Collaborative</b>	A CEO who is <b>COLLABORATIVE</b> creates an environment, through a big picture perspective, where team members work together, both inclusively and cooperatively, as they achieve the goals and vision of the organization.
<b>Visionary</b>	A CEO who is <b>VISIONARY</b> understands the big picture view of the organization's strategic priorities and is able to chart the course for the future of the organization, while leveraging their business acumen, personal and professional networks, and ability to motivate individuals to achieve the vision.
<b>Strategic Thinker</b>	A CEO who is a <b>STRATEGIC THINKER</b> is a skilled problem solver and change agent who leverages their emotional agility, experience, creativity, and innovation to achieve organizational priorities, lead change initiatives, and solve challenges for the long-term success of the organization.
<b>Inspirational Motivator</b>	A CEO who is an <b>INSPIRATIONAL MOTIVATOR</b> is a passionate leader who engages and motivates others through sending effective and encouraging communication, acknowledging team members for achieving goals, building unified teams, focusing on employee reward and recognition, and listening, embracing and serving the community.



## **Anthem Community Council Inc.**

3701 W. Anthem Way

Anthem, AZ 85086

623-742-6050

[www.onlineatanthem.com](http://www.onlineatanthem.com)

### **ANTHEM WAY VALUES**

#### **Act with Integrity**

At all levels of the organization, we are honest and straightforward when working with others. When we make a commitment, we honor it. When faced with ethical choices, we strive to do what is right. We are candid and truthful and we “walk the talk.”

#### **Treat Everyone with Respect**

As a service organization we recognize that our success is based in large part on how we are perceived by the people we serve. We give people our full attention and listen to their concerns. We think before we speak in order to inform and not offend. We don't engage in gossip or spread rumors about customers or co-workers. We show and share compassion for others in times of need. We treat all residents and guests, as we would like to be treated.

#### **Provide Friendly and Quality Service**

We hold ourselves to the highest of work standards and strive to exceed the expectations of our customers. We don't cut corners. We take the “high road” and treat people right even in stressful situations. We go out of our way to help people and even if we cannot answer their question or solve their problem, we give it our best effort.

#### **Take Ownership for Achieving Positive Results**

We take the initiative to get things done. We are attentive to ways to improve operations or services in all areas of the organization. We accept new challenges. We are accountable for our actions and decisions—we don't pass the buck or make excuses. We own up to mistakes, learn from them and hit the mark the next time. We strive for continuous improvement in all that we do.

#### **Manage Community Resources with Care and Pride**

We take great pride in the work that we do and in the outstanding services, facilities and parks that our residents enjoy. We are fortunate to work in a beautiful environment and take responsibility for keeping it that way for future generations. We are alert to opportunities to save or protect community resources and we embrace “green practices” that are good for the environment. If we see things that are unsafe or need repair, we follow-up to ensure the concerns are addressed. We are conscientious about staying within budget and finding the best value when spending organizational funds.

#### **Work Together for the Collective Good and Benefit of Anthem!**

We believe that the ACC serves as a unifying force for the community and recognize that cooperation and collaboration are the keys to Anthem's success. We respect the key roles that other organizations and agencies have in serving and supporting Anthem and we are committed to maintaining open and positive relationships with these groups. We believe in the power of teamwork to accomplish organizational goals and resolve problems. We are proud to be ACC employees and ambassadors of goodwill for Anthem.