



Texas REALTORS®
Core Values

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Service

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Effective Service:

- Being responsive, time sensitivity
- Being supportive of other projects and programs
- Keeping communications open and transparent
- Being a good listener
- Recognize the value that each person brings to the discussion

Obstacles:

- Time – my own projects are my priority
- Lack of awareness of what I can do to contribute
- Communication outside of Department
- ID of resources to help me learn more
- Resistance to move into someone's area of expertise

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Collaboration

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Effective Collaboration:

- Clear communication
- Understanding of others (role/time/bandwidth)
- Open to ideas and willingness to adapt
- Responsiveness
- Trust, honesty and open conversations
- Willing to accept constructive criticism
- Remembering there is a common goal
- Listening
- Being adaptable to changing situations.

Obstacles:

- Lack of understanding of what others do and value they can bring to a project
- Bringing others in too late, or not at all
- Hierarchy & silos
- Lack of a common project management platform
- Lack of flexibility – seeing it from only one perspective
- Micromanagement vs decision-making
- Lack of communication beyond VP's and directors

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Ownership

We get things done. Mistakes happen. We own it and make it better.

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Ownership means individuals and teams taking accountability for the quality and success of both the output and outcomes of their work...Someone holds you accountable, although a sense of ownership means that you will also hold yourself accountable as well.

Effective Ownership:

- Involve team member goal setting & expectations - Strike balance in Ownership and Collaboration
- Monitor progress toward goals. Remember we all agreed to the goals!
- Establish a framework for problem solving
- Be accountable to yourself (Effort, Standards, Quality, Timely, Resources/Help, Pride) Skin in the Game
- Be accountable to other team members
- Roses, Buds, & Thorns post activity discussion

Obstacles:

- It's not my project lead so I will let them worry about it
- Team Lead not allowing for input/new ideas due to need for recognition
- Hierarchy & silos conflicts
- Lack of clarity on each team members capacity and role
- This is how we have always done this...
- "We get things done" with no consideration to others
- It's OK to make a mistake, but learn from it
- Lack of Trust in others
- Willingness to try something new

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Integrity

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Effective Integrity:

- Responsibility for how we, our association and our members are portrayed.
- Consistency in behavior. Do the best you can.
- Be honest and have good intentions always. Communicate directly and communicate expectations.
- Give colleagues the benefit of the doubt.
- Take ownership, share ownership, and bring your best to projects others own.
- Be cooperative – work together to find balance of ideas and path forward; understand there can be more than one way to successfully accomplish goal.
- Share success and respect all who contributed to that success.
- Own mistakes and present them in an honest manner in order to evaluate and improve.
- Trust other team members and be trustworthy. Strive to earn trust and repair trust when broken.
- Acting with integrity gives credence to our ability to ensure we perceive all ideas as valuable.
- Be accountable to each other and for each other.
- Act as a fiduciary, protect credibility, and respect vulnerability.

Obstacles:

- Wanting to present yourself or project in best light.
- Not being comfortable being honest with one another or lack of ability to have difficult conversations.
- Putting personal success above that of colleagues or the association.
- Inconsistency in behavior or interactions with colleagues or members.
- Thinking there is only one way to do things. Not respecting expertise or input from colleagues.

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Respect

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Effective Respect:

- Treat others the way they want to be treated
- We value others and their ideas
- We are all contributors
- We create a safe, comfortable environment for communicating
- We listen to one another and follow-through
- Recognize that our own unique experiences and cultures impact how we work with each other and that our different perspectives add value

Obstacles:

- Setting expectations and ownership at the beginning
- Including relevant stakeholders and being open to input/guidance
- Ability to participate in constructive conflict

Texas REALTORS® Core Value Statements

- Service

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- Collaboration

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- Ownership

We get things done. Mistakes happen. We own it and make it better.

- Integrity

We interact with honesty and an assumption of best intentions.

- Respect

We value all people and ideas. We treat each other in a professional and respectful manner.

This is our commitment to each other as members of the Texas REALTORS® team.