**Guiding Principles**

Our guiding principles will serve as a visual compass for our behavior and commitment to each other.

* Don’t tell yourself stories
* Say what you mean and mean what you say
* Commit to our Client Commitment Statement
* Return calls/emails/texts from each other within 24 hours
* Believe that we are all working towards the same goals
* Trust each other’s capabilities and commitment
* Practice committed action
  + Follow through on what is promised within the given timeline
  + If a promise/commitment cannot be met, then communicate that to the other party

**Addressing Breakdowns**

If we observe someone else not acting in accordance with these principles, how do we address this? Simple. Have a conversation with the other person. Not addressing it will lead to dysfunction.