***Principles of Engagement***

***Summary***

***A Culture of Engagement*** *provides each of us with the opportunity and obligation to contribute to the success of our customers, suppliers, owners, community and each other. It is essential that we understand the impact we have on one another in creating and sustaining a culture of engagement. To this end, our willingness to embrace the Principles is especially critical for each of us to follow when we are interacting with each other.*

***Principles******A Wholehearted Intention*** *to contributing to the success of our customers, suppliers, owners, community and each other by showing-up, fully, in every moment sharing our gifts, creativity and experiences.*

*Holding this intention will remind and encourage each of us of our choice to create a culture of unsurpassed commitment, excellence, trust and courage to contribute our best. With this kind of intention, we can be a powerful catalyst for improving lives.*

***A Commitment to Engage*** *out of our intention is what creates change. Our full-hearted participation is critical, both because it is the only way for our contribution to really create excellence, but equally as important, because it is needed by the rest of ProLift.*

***Speaking transparently and authentically*** *when we contribute will help others to understand our perspective. Taking the risk to express what’s most important and what we know, to be a representative of our highest potential, and to bring depth and careful consideration to our comments can make an immense contribution. We’re all counting on each other to push our own edge, to speak up when things are unclear and to share when we see an opportunity.*

***Deep Listening*** *is one of the foundations of powerful engagement with others. This means that when someone else is speaking, we strive to listen for the deeper chords in what they’re saying and respond to those. When something important impacts us in what someone else has shared, we take the risk to reflect it back to them, or to share it with the team. By building a field of deeper listening, we are creating a powerful collaborative container for each of us to make our best contribution.*

***Risk Taking*** *is vital to any kind of personal or process improvement effort. In fact, nothing takes us to the edge of improvement faster than when we, our teams and our company create a context where it is safe to take risks in the interest of change or creating a breakthrough. Many times, this means speaking about something even when we’re unsure we have all the right words. It also means being willing to step into new ways of acting, even if it feels scary and unfamiliar. It’s important to speak-up when something doesn’t feel quite right, but doing so from a place of humility, realizing that we may not be right.*

***A Learner Mindset*** *is essential to improving ourselves and our processes. It’s essential that we suspend what we think we already know or have done, or tried to do before. This is not about “dumbing down” or pretending or permanently abandoning hard-won knowledge and wisdom. It’s about “suspension” of what we already know in order to make room for new ideas and perspectives to emerge. A large part of what makes it possible to grow and to create better systems requires perpetual and profound receptivity. If we want to be able to change and discover new things, we have to be willing to constantly let go of all of our fixed ideas.*

***We all have Learning Edges*** *so it doesn’t matter where we are on our personal or organizational growth path. What matters is where we are in relation to our edge. Understanding that we’re always “in process” and there’s never an end-point or destination is important to engaging our edge. If we’re pushing our edge, we’re always in the right place.*

*In this context, there is no value in trying to be somewhere we’re not, or to appear to have it all together. Being courageous enough to “face everything and avoid nothing” generates a capacity to face reality and then make choices to improve. There is immense value in revealing our confusion, our uncertainty, our vulnerability.*

***If We’re Not Uncomfortable, We’re Probably Not Improving*** *because improving means moving into new territory, and when doing so a certain degree of discomfort accompanies it. Unfortunately, we are deeply conditioned to see discomfort as a negative thing, so we tend to avoid it. Living on our leading edge means being willing to embrace these “growing pains” so that we can live a life of perpetual growth and development. We encourage a practice of actively pushing into those uncomfortable edges, and shifting our perspective so that we no longer see them as the enemy, but as indicators of our willingness and courage to improve.*

***Constant Resolution*** *is one aspect of being willing to change and improve. As we push our edges and help others to push theirs, discomfort and discord will invariably arise. This principle means always striving to clear up any interpersonal tension as soon as possible so that we can build a field of harmony and trust in our relationships. If something bothers us about the way someone is addressed or something is handled, look for an appropriate moment to bring it up for discussion. Leave each interaction “without a trace” by always clearing away any residue from past interactions, so that our relationships continue to strengthen.*

***Always on Stage: Being an Example*** *for everyone we meet is understanding that we’re always in the spotlight. We all take cues from each other, all the time, consciously and unconsciously. So if we want to create a better company, we need to always show up with the greatest wisdom, integrity, care and authenticity we can muster. Our collective next step will be created by each of our acts of commitment and courage.*

Adopted from Craig Hamilton’s *Principles of an Evolutionary Culture*