

Example of Core Values

Greenlights employees embrace, exemplify and embody our organizational core values in the following ways:

Service Excellence

We deliver remarkable service and regularly exceed our customers' expectations.

- We meet our vision and mission through producing internal and external work of the highest quality possible.
- We seek and accept challenges and critiques to improve the quality of our work's content and presentation.
- We treat all customers with dignity and meet them where they are to provide the right services in a way they will be able to understand and implement.
- We support each other as a team to help provide superior, constituent-centered service.

Integrity

We interact with each other and the communities we serve in a way that is respectful, fully transparent and ethical.

- We approach all situations with honesty, respect and transparency.
- We give each other the benefit of the doubt and operate as if we have that same trust from our colleagues.
- We respect the confidential nature of our client work and actively protect client, donor and constituent information.
- We accept responsibility for our mistakes and make appropriate amends.
- We uphold the highest level of ethical standards and seek to remedy any breach of those standards appropriately.

Learning

We pursue and promote continuous learning and professional development at Greenlights and in the nonprofit sector.

- We pursue knowledge and skills to improve our craft and ability to serve the community.
- We proactively seek learning moments with our coworkers, clients and fellow nonprofit professionals.
- We are dedicated to sharing our skills and knowledge, and working to develop a stronger nonprofit community.

Collaboration

We prioritize teamwork, inclusivity and shared goals with each other and our nonprofit colleagues.

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- We seek others' ideas and opinions to enhance the quality of our work.
- We create and participate in brainstorming, project development and problem-solving activities as a staff, with partners and constituents, and in the community.
- We maintain the highest level of quality throughout each stage of collaborative efforts.
- We make ourselves available and accessible to others, both within the organization and outside.
- We are actively available to support each other's work to further our mission.

Innovation

We develop, implement and share new ideas, creative solutions and leading nonprofit practices.

- We question why we do things and seek to improve current methods.
- We practice new ideas and report results for the benefit of others.
- We will find ways to improve systems, tools and ways of working together.
- We will not become complacent in our work.
- We will always seek new ideas and possibilities to further our mission.
- We are open to taking risks—and failing.

Fun

We embrace individuality, encourage creativity and create opportunities for nonprofit work to be exciting and meaningful.

- We allow the time and space to make work a place we enjoy.
- We engage coworkers and other nonprofit professionals in activities that strengthen positive relationships.
- We maintain a healthy perspective on work and life—and balancing them.
- We inject fun, spontaneity and humor into our daily work.