



**WAGGGS** 

**ORGANISATIONAL  
CULTURAL VALUES  
& CORE BEHAVIOURS**

**WAGGGS ORGANISATIONAL  
CULTURAL VALUES AND BEHAVIOURS**

# Our values define the way we aspire to work together.

Capturing and describing these values in a way that makes them explicit can guide staff and volunteers across WAGGGS, uniting us in a positive organisational culture that actively supports the delivery of our vision, mission and strategic plan. Put simply, we believe that we can do more for girls and young women around the world, if we are clear about how we work together.

The following pages describe a set of Values and Behaviours that have been developed as an essential foundation stone for the organisational culture that we want to grow - to create the vibrant, modern and relevant WAGGGS of the future. The values are:

- **Member-Driven**
- **Brave**
- **Inclusive**
- **Empowering**
- **Transparent**
- **Professional**

They are intended to be universal across WAGGGS, for all staff and volunteers, and are designed to complement the values of the girl guiding movement as expressed through the Promise and the Law.

Each value is phrased in a way that is deliberately aspirational and it is intended that these values will stay constant over time.

Next to each value is a set of five behaviours that will demonstrate how we are bringing them to life across WAGGGS. The most important is at number 1 in bold, and the basic essential behaviour is at number 5. These behaviours are considered to be current priorities and may well change over time. This way, the framework may be refreshed and evolve as WAGGGS evolves.

**We strive every day to be:**

**We demonstrate that we are living our values through these behaviours:**

<p>MEMBER-DRIVEN</p> <p>We share the passion of our Members for developing girls and young women to reach their full potential in the world; we are dedicated to inspiring, supporting and enabling our Members to achieve this.</p>	<p>We:</p> <ol style="list-style-type: none"><li>1. Stay focused on delivering agreed outcomes and prioritise the objectives that really matter to deliver our global strategy</li><li>2. Develop trust and build relationships with people in MOs by showing that we understand their needs; we base this on a solid foundation of intelligence from dialogue, consultation and evidence</li><li>3. Understand the role of WAGGGS in inspiring, supporting and enabling MOs, and talk about this with each other to deepen awareness; speak enthusiastically and with conviction about how our own role contributes to the WAGGGS mission</li><li>4. View things from the MO's perspective eg. think ahead and plan contacts with MOs; check who else may have been in touch so that requests for information are coordinated</li><li>5. Are responsive and communicate with MOs in a way that is timely and appropriate for them, eg. acknowledgement/ response in a language that is understood</li></ol>
<p>BRAVE</p> <p>We have high aspirations and recognise that to achieve them, we need the courage to innovate and become a learning organisation. We want to be proud of our achievements, and tell our story to the world.</p>	<p>We:</p> <ol style="list-style-type: none"><li>1. Are open to new ideas, prepared to step outside our comfort zone, and take risks to try different approaches; we support others to do the same and learn from the experience</li><li>2. Positively challenge the status quo and suggest new ways of doing things to help us achieve our strategic goals; we spot opportunities for improvements; look outside the movement for ideas</li><li>3. Act as an ambassador for WAGGGS and seek out opportunities to actively promote our work</li><li>4. Share learning and good practice; recognise the achievement of others, and celebrate stories of success across the organisation</li><li>5. See everything as an opportunity to do the best job we can</li></ol>

## We strive every day to be:

## We demonstrate that we are living our values through these behaviours:

<p><b>INCLUSIVE</b></p> <p>We embrace our diversity, and value equally the contribution of staff and volunteers from across the world; we consciously strive to work together collaboratively, as one global team for those we serve.</p>	<p>We:</p> <ol style="list-style-type: none"><li>1. Value, and routinely seek the perspectives of people from different backgrounds to harness their knowledge, skills and experience to improve decisions and choices</li><li>2. Actively develop our own cultural awareness and understanding of what life is like in different parts of the world; we challenge ourselves to look at things from a Diversity perspective; ensure that language is considered as a factor, and is not a barrier. We consider the availability of part time workers and staff/ volunteers working across time zones; appreciate the need for family-friendly approaches and take into account that many volunteers have busy lives in addition to their WAGGGS commitments</li><li>3. Recognise that collaboration is part of our work, not an add-on, and positively challenge situations where people are working in isolation. We work collaboratively as one organisation towards common goals, volunteer for cross team projects, and offer to help</li><li>4. Use every contact with people in MOs and partner organisations as an opportunity to make connections, inspire people, and build positive relationships</li><li>5. Treat everyone with dignity and respect</li></ol>
<p><b>EMPOWERING</b></p> <p>We are committed to creating a safe, supportive and trusting environment that enables our staff and volunteers to grow and develop; to have a genuine say in how things work; to take responsibility, use their initiative, and do the best job they can.</p>	<p>We:</p> <ol style="list-style-type: none"><li>1. Are confident and competent to express our opinions and act on our own initiative, and make decisions within the remit of our role/ position or delegated authority; we encourage and support others to do the same</li><li>2. Know our own strengths and weaknesses and actively seek opportunities to grow and develop; we are able to give and received constructive feedback; we make time to have meaningful conversations about development needs</li><li>3. Look after ourselves and keep our energy high. We take responsibility for our own well-being and work-life balance and respect that of others, staff and volunteers.</li><li>4. Take responsibility for managing our own work, see things through and are accountable for our actions</li><li>5. Do what we say we will do</li></ol>

## We strive every day to be:

## We demonstrate that we are living our values through these behaviours:

<p><b>TRANSPARENT</b></p> <p>We are committed to openness, transparency and ethical behaviour. We understand that people need clear information to inform their decisions, to understand what we do, and to build trust and confidence in how we work.</p>	<p>We:</p> <ol style="list-style-type: none"><li>1. Proactively share information, unless there is a genuine reason not to do so</li><li>2. Behave with integrity at all times and are honest and open in our dealings with staff, volunteers, MOs, partner organisations and external contacts</li><li>3. Ensure that staff and volunteers have all the information they need to make decisions and effectively balance the need for inclusiveness and efficiency in decision making; we explain the reasons for decisions</li><li>4. Make sure that expectations are clear</li><li>5. Communicate clearly in a timely manner, in simple, straightforward language and think about the appropriate channels of communication for our audience</li></ol>
<p><b>PROFESSIONAL</b></p> <p>We cherish our role as the body that champions and supports the global Girl Guiding/ Girl Scouting movement. To fulfil this role, we recognise that we need to value and safeguard our reputation as a well run organisation that is high performing, agile, and focused on delivering excellent results.</p>	<p>We:</p> <ol style="list-style-type: none"><li>1. Are well organised and plan ahead to anticipate change</li><li>2. Have high standards and care about quality; we get the basics right first time and respond promptly to queries and enquiries; we use every contact as an opportunity to present a friendly and efficient image and generate confidence</li><li>3. Focus our efforts and resources where they will have most impact; we don't commit to doing things for which we do not have the resources</li><li>4. Welcome feedback and use it to continuously improve services and ways of working; we use data and thorough, objective analysis to inform decisions; we look outside WAGGGS for examples of best practice and expertise, and integrate these into our practice</li><li>5. Understand the need to have consistent standards and common practices across WAGGGS; we follow corporate policy, guidelines and procedures and adapt our own ways of working to bring more consistency and reduce duplication</li></ol>