



STAR VALUES

Presented by STAR Autism Support

2021

1

Use innovative, evidence-based, culturally responsive strategies to **POSITIVELY IMPACT** our customers including students with autism and educators

- A** I make decisions that are in the best interest of the individuals served by the company **stakeholders** while maintaining all values of the organization

EXAMPLES

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| <ul style="list-style-type: none"> ★ An account specialist takes time to learn about a district's specific needs and attempts to sell them only products that will meet those needs ★ A trainer ensures that there will be no impact on staff/ students before deciding to take an earlier flight home for his/her own convenience | <ul style="list-style-type: none"> ★ A curriculum developer creates material that will optimize student outcomes while balancing efficiency and cost effective practices ★ A production manager will assess the needs of the frontline staff (trainers) when developing office infrastructure to support their work in the field ★ A graphic designer will revise work based on customer and trainer feedback. |
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- B** My services adhere to the recommendations and evidence-based practices used in the STAR curricula and products. When necessary I make efforts to research recommendations before acting: <https://starautismsupport.com/curriculum/research>
- C** I am proactive in continuing my education of autism, special education and STAR practices
- D** I make efforts to assist clients in ways that extend beyond their current ask
- E** I develop practical solutions for all clients (active users, slower implementers, resistant implementers)
- F** I enhance existing products and services by offering and executing ideas for improvement
- G** To the best of my ability, I support work that is outside of my scope

EXAMPLE

- ★ A trainer is in a school district and the administrator is asking about Links pricing, you know the account specialist is currently out of office, so you call the office and set up a phone call with the administrator and a different account specialist.

2

Practice professional and personal **ACCOUNTABILITY**, adaptability, and **RESPECT** for others

A I am respectful and responsive to others by taking responsibility for the energy I bring to situations

EXAMPLES

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| ★ When interacting with stakeholders, I work to create a safe and productive space for collaboration | ★ In communications with others, I either take the lead or hold back - whichever will ensure the intended goal of the interaction is achieved. |
| ★ I remain professional and respectful when discussing clients | ★ I extend the most positive interpretation possible to the intentions, words and actions of clients and coworkers |
| ★ I talk to my co-workers, not about them | |

B I am accountable for my personal growth and development

EXAMPLES

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| ★ I own my mistakes and discuss them in an open and honest way | ★ I listen actively and check in for clarity with all stakeholders |
| ★ I take responsibility for meeting deadlines with quality work | |

C I continuously seek opportunities for learning

EXAMPLES

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| ★ I participate in ongoing discussions about inclusion and cultural responsiveness | ★ I challenge my own biases and proactively seek perspectives that are different from my own |
| ★ I participate in CEU's | |

D I practice adaptability by being mindful and flexible in all situations

EXAMPLES

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| ★ I proactively communicate with others, including members of my team and my supervisor.....
...if I am unsure about a task or expectation
...when I see a potential need for change
...when I notice a situation that could result in a problem for myself or for the company | ★ I give and accept feedback in a kind and direct manner and use it for growth |
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3

Maintain **SUSTAINABLE** growth and long-term partnerships with our customers in order to provide equitable services to all

A I promote systems-level capacity building in my work for customers

EXAMPLES

- ★ I balance the customer's input with their existing needs (goals, priorities) and available resources
- ★ I promote sustainable plans that to empower staff to address individual classrooms priorities while making instructional decisions that meet district goals

B I develop products & services intentionally with long-term sustainability in mind

EXAMPLES

- ★ The products have a solid ability to sell and are accessible to a wide range of customers
- ★ Products & services proactively incorporate diversity, equity, inclusion and accessibility
- ★ The benefits of the products outweigh the efforts required to create them
- ★ I make efforts to keep company costs to a minimum and seek feedback when I am unsure

C We have the internal capacity to create new products and deliver products/services efficiently

EXAMPLES

- ★ I work with my team/pod to establish processes that clarify roles and responsibilities for completing a task or project
- ★ I am a transparent about my workload, skill set and capacity.
- ★ I advocate for myself and my team to ensure that we have the time and training to complete a task or project

