

C. W. Howard Insurance 14 Points of Culture ...

1. Commitment ...

I give myself and everything I commit to 100% until I succeed. I am committed to the Vision, Mission, Culture and success of the Howard Agency, its current and future team, and its clients at all times. I am loyal by always recommending products and services of the Howard Agency prior to going outside the agency.

2. Ownership ...

I am truly responsible for my actions and outcomes and own everything that takes place in my work and my life. I am accountable for my results and I know that for things to change, first I must change.

3. Integrity ...

I always speak the truth. What I promise is what is delivered. I am honest in all of my dealings with customers and other team members.

4. Excellence ...

Good enough isn't. I always deliver products and services of exceptional quality that add value to all involved for the long term. I look for ways to do more with less and stay on a path of constant and never ending improvement and innovation.

5. Communication ...

I speak positively of my fellow team members, my clients and the Howard Agency in both public and private. I speak with good purpose using empowering and positive conversation. I never use or listen to sarcasm or gossip. I acknowledge what is being said as true for the speaker at that moment and I take responsibility for responses to my communication. I always apologize first when I upset someone and then look for a solution. I only ever discuss concerns in private with the person involved.

6. Success ...

I totally focus my thoughts, energy and attention on the successful outcome of whatever I am doing. I am willing to win and allow others to win: Win/Win. At all times, I display confidence without being prideful. The success of others will lead to my success.

7. Education ...

I learn from my mistakes. I consistently learn, grow and master so that I can help my fellow team members and clients learn, grow, and master too. I am an educator and assist my clients in making their own decisions about their insurance by imparting practical and useable knowledge.

8. Team Work ...

I am a team player and team leader. I do whatever it takes to stay together and achieve team goals. I focus on co-operation and flexibility in my work and am able to change if what I'm doing is not working. I ask for help when I need it and I am compassionate to others who ask me.

9. Balance ...

I have a balanced approach to life, remembering that my spiritual, social, physical and family aspects are just as important as my financial and intellectual. I complete my work and my most important tasks first, so I can have quality time to myself, with my family and also to renew.

10. Fun ...

I view my life as a journey to be enjoyed and appreciated and I create an atmosphere of fun and happiness so all around me enjoy it as well.

11. Systems ...

I always look to the system for a solution. If a challenge arises I use a system correction before I look for a people correction. I use a system solution in my innovation rather than a people solution. I follow the system exactly until a new system is introduced. I suggest system improvements at my first opportunity.

12. Consistency ...

I am consistent in my actions so my clients and team mates can feel comfortable dealing with me and relying on me at all times. I am disciplined in my work so my results, growth, and success are consistent.

13. Gratitude ...

I am a truly grateful person. I say thank-you and show appreciation often and in many ways, so that all around me know how much I appreciate everything and everyone I have in my life. I celebrate my wins and the wins of my clients, and team. I consistently catch myself and other people doing things right ...

14. Abundance ...

I am an abundant person, I deserve my abundance and I am easily able to both give and receive it. I allow abundance in all areas of my life by respecting my own self worth and that of all others. I am rewarded to the level that I create abundance for others and I accept that abundance only shows up in my life to the level at which I show up.