



## ICCS Management Philosophy

The Three components of the ICCS Management philosophy are Values, Collaboration, and Trust. Managers who foster a work culture based on these foundations will develop a cohesive team with high morale. This culture pulls people up rather than putting them down.

- **Start with Values** - Convey, promote, and realize the organization's core values. These values are symbolized as a house with an overarching heart, as our logo illustrates. The House represents the structure and order that every program must maintain to insure safety and predictability; and the heart represents an attitude of empathy and compassion which orients and motivates authentic care. Managers create a safe and predictable environment with order, clear rules, consistent boundaries, cleanliness, fairness, and professional standards. Managers create a warm and caring atmosphere with professional kindness, hospitality, acceptance, respect, courtesy, and flexibility.
- **Collaborate** – Collaborate and cooperate with employees to increase their job satisfaction and constantly improve the delivery of service to clients. The manager's priority is the team, the teams priority is client care. Provide gentle authority but avoid coercive or manipulative techniques for achieving employee compliance. Instead discover the needs of employees and use the resources of the team, organization, and partners to meet those needs. Encourage personal development, responsibility, autonomy, and communication. Discipline and dismissal have their place but generally should be last options. If an employee is unable to tolerate the process of collaboration towards solutions, that employee may not be suited to the culture of the society. Even very "action oriented" people can be included in collaboration if their need for action is taken into account.
- **Achieve Trust** – Trust develops with integrity, honesty, ability and results. Integrity exists when your actions line up with your values. When you combine integrity with honest communication and skillful management you produce clear results and trust is usually achieved. Skillful Managers focus on straight talk, respect, transparency, loyalty, listening, clarity, accountability, consistency, and action on items that need to change, be reiterated, or strengthened. When your team trusts you, they relax and focus less on guarding their interests, and more on the job before them. To maintain trust continue to understand each employee, hear their concerns, and act in their best interest to solve problems and issues. Failing to secure trust from an employee or an employer destabilizes the team and can result in suspicion, control seeking, and division.