

RGI Values and Behaviors

THE RGI ATTITUDE

1. We are leaders at all levels and are empowered to tackle projects within our team no matter our job title.
2. Honesty is practiced and embodied in all that we do.
3. We embrace being lifelong learners and are encouraged to grow in our professional development.
4. We empower one another.
5. Our authentic selves are accepted and embraced, for when we are comfortable being ourselves at work we can focus on personal and team growth.
6. We practice being brave enough to speak our truths with kindness.
7. We encourage playfulness and fun in interactions with team members.
8. We understand family comes first.

HOW WE WORK WITH OUR CLIENTS

9. We show up fully for our associations every day.
10. We are empowered to provide outstanding service and problem-solve for the associations we serve. Going the extra mile is considered a part of our job.
11. We listen to our clients to fully understand their needs.
12. We communicate with each of our clients in their preferred communication style when possible.

RGI CORE VALUES

Professional Excellence

Implement best practice methodology and commitment to ongoing staff learning and knowledge-sharing.

Superior Service

Exceed client expectations.

Results Focus

Ensure client success through innovative solutions.

Leadership

Leverage collective association expertise and experience to lead in partnership with our clients.

Integrity

Build client trust and respect as partners in organizational success.

HOW WE WORK WITH EACH OTHER

13. We value being part of the RGI team and recognize that we are part of RGI, not just the associations we serve.
14. We act with kindness, patience and empathy even when under pressure. We always show respect for one another and assume there is goodwill behind each interaction.
15. We trust each other to work professionally and independently with competence.
16. We show up for one another as teammates and collaborate willingly.
17. We welcome and provide mentorship to new team members.
18. All communication between team members is done openly and honestly without judgment.
19. We respond in a timely manner to all communications from team members and clients.

HOW I DO MY OWN WORK

20. As a representative of my client(s) and advocate for the advancement of their mission(s), I ensure ethical judgment in all my tasks.
21. As a steward of RGI and client time and materials, I demonstrate responsibility in my use of resources.
22. As a problem-solver and solution-seeker for the associations I serve, technology enables me to accomplish this work efficiently by:
23. As I strive to show up fully for my teammates, I seek to remain present in the moment to give team members and clients my full attention.
24. As a leader, I take initiative to organize and prioritize my work duties in order to proactively complete tasks and meet deadlines.
25. As a valued member of the RGI team, I intentionally seek opportunities to achieve success for myself, my team, and my client(s).



**"AS YOUR PARTNER,
RAYBOURN GROUP
INTERNATIONAL
PROVIDES EXPERT GUIDANCE
AND INNOVATIVE,
RESULTS-FOCUSED
SOLUTIONS THAT EXCEED
EXPECTATIONS.
SIMPLY PUT, OUR MISSION IS
TO MAKE YOURS POSSIBLE."**

- RGI Mission

