

### Carl House Vision:

To create extraordinary memorable events!

### Carl House Mission:

At Carl House we are committed to making our client's event dreams happen through careful and compassionate listening, honest communication and expert guidance and service from our loving team. We unite in our commitment to offering total excellence and gracious attention to every person who comes through our doors.

### Carl House's Dozen Points of Culture or Values:

- 1. Commitment...** I am 100% committed to the Vision, Mission, Culture and success of *Carl House*, its current and future team, and its clients at all times. What I promise is what I deliver. I always make agreements with myself and others that I am willing and intend to keep.
- 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. Trust, Heartfulness and Integrity...** I respond to whatever life brings with an open heart, and trust that whatever happens in my life - positive or negative - is an opportunity for my personal growth and learning. I always speak my truth. I communicate potential broken agreements at the first opportunity and I clear up all broken agreements immediately.
- 4. Personal Excellence...** Good enough isn't good enough at *Carl House*. 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. 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. I display my inner pride, prosperity, competence and personal confidence. I am a successful person!
- 5. Communication...** I speak positively of my fellow team members, my clients and *Carl House* 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 compassionately acknowledge what is being said as true for the speaker at that moment and I take responsibility for responses to my communication. I greet and farewell people using their name. I always apologize for any upsets first and then look for a solution. I only ever discuss concerns with the person or people involved.

REV: 6/13

**6. Diversity, Willingness and Gentleness...** I am committed to improving my life and the lives of my clients and teammates alike. I strive to celebrate and value differences and similarities in all people. Learning from each other in a supportive, caring environment is a powerful way to grow into the best people we can be. The power of my own willingness to learn from others and my ability to show gentleness toward myself and others, helps us all grow together in a loving, kind and sacred way. I know I can make a difference and that I am valuable just as I am, as is everyone I come in contact with in my world. I send positive thoughts to everyone with whom I have contact.

**7. Education and Continual Learning...** I am committed to my own growth and to continual learning. I learn from my mistakes and forgive myself when I am in error. I consistently learn, grow and master so that I can help my fellow team members and clients learn, grow and master too. I am a student and an educator and allow my clients and teammates to make their own intelligent decisions as I make mine. I impart practical and useable knowledge rather than just theory.

**8. Team Work and Team Mentality...** I am a team player and team leader. I do whatever it takes to achieve the team goals at *Carl House*. I focus on cooperation and always come to a re-resolution, not a compromise. I am flexible in my work and 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 and make time to assist them if I can.

**9. Balanced Living...** I have a balanced approach to life, remembering that my spiritual, social, physical, educational and family time is important as is my financial and intellectual time. I complete my work and my most important tasks first, so I can have quality time to renew myself and to spend time with friends and family or to give back to my community.

**10. Joy, Fun and Gratitude...** I view my life as a journey to be enjoyed and appreciated. I create an atmosphere of fun and happiness so all around me enjoy it as well. 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!

**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. Abundance...** I am an abundant person! I deserve my abundance and I am easily able to both give and receive. 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 allow it. I freely give to others as I know that celebrating my own abundance only brings me more to enjoy and share.