

3 CORE CONCEPTS

Core concepts are tools we use in every interaction with customer-owners and each other to create healthy relationships. Through the use of these tools, we become better at communicating and working together to achieve SCF's Vision and Mission. Employees are expected to understand how these tools affect customer-owner care at SCF and to integrate them in their work. SCF's Core Concepts are:

Work together in relationship to learn and grow

Encourage understanding

Listen with an open mind

Laugh and enjoy humor throughout the day

Notice the dignity and value of ourselves and others

Engage others with compassion

Share our stories and our hearts

Strive to honor and respect ourselves and others

