



Lifelong Learning Center Public Development Authority

Mission, Values and Guiding Principles

Mission Statement – short version

Fort Worden PDA's mission is to deliver exceptional guest experiences and promote lifelong learning opportunities.

Core Values

Our core values should be visible every single day because we live them in our actions.

Guest-centric

Guests are everything to us. They always come first and we love them! We provide excellent guest service by welcoming, engaging, serving and ultimately, thanking our guests. We know our products and services: housing, catering, and events. We recognize and reward each other for helping others.

Teamwork

We can serve our guest's better by valuing and relying upon one another. We understand the importance of every team member and each department and continually work to improve our processes and relationships, because: Together Everyone Achieves More (TEAM).

Respect

We respect all viewpoints and are supportive of different perspectives. Our actions build respect with others. As decisions are made we work within our teams with a positive and helpful attitude. We seek to understand first when faced with conflict or difficulties with our guests or employees.

Pro-active

We are pro-active every day in our actions with guests, employees, and board members. We are focused on ensuring results are targeted to meet or exceed specific goals. We enthusiastically and eagerly accept or initiate new challenges. We are curious and open-minded to new ideas, suggestions and change. We do "whatever it takes" with a winning and solutions focused attitude.

Accountable

We take full responsibility for our actions—collectively as a team and as an individual. We can be counted on to contribute consistently and manage our load of commitments. We put the needs of the group and organization ahead of ourselves. We can trust one another.

Learning

We are dedicated to Lifelong Learning for all who engage at the Fort. This includes all employees. We are committed to learn and grow in our careers. We seek to better understand the needs of our guests so we can be open to internal feedback on how to improve. We seek feedback, corrective criticism and insights to improve and perfect our products and processes. We receive training and mentoring to expand our knowledge and invest in our careers.

Sustainable

We are committed to sustainability running throughout our organization—fiscally, environmentally and socially. We exercise good judgement in all our interactions and decisions and it shows because we positively affect our guests, employees, organization and our communities.

Fort Worden Management Principles

We are a dedicated team committed to a *common purpose, continual improvement, to achieve our agreed upon goals*, and to embody the organization's core values for which we hold ourselves *mutually accountable*.

Communicate

We communicate well and collaborate successfully with others. We encourage our team even when times are challenging, not going well, or plans change. We take the time to be respectful, polite, truthful, sincere, and accurate in all our communications. We act in good faith and act ethically.

Lead

We believe in the mission of Fort Worden and the team assembled to lead it. We take full responsibility for the results of our team and organization. We can be counted on to contribute consistently and manage our load of commitments. We are responsive to performance issues before morale is negatively impacted by poor performance. We inspire and guide our teams to support the goals of the departments as well as the organization. Our behavior sets the example we want our employees to follow.

Achieve

We strive for results that meet or exceed specific goals. We establish and achieve challenging goals that go beyond set objectives. We meet with our teams to establish our individual and collective capacity and ensure deadlines and assignments don't exceed it.

Delegate

We provide consistent and effective oversight and delegation to our teams. We set clear performance expectations and use measurement effectively. We keep others informed and prepared in advance to help our organization run efficiently and effectively. We talk regularly about progress towards goals and are open to asking for and giving support.

Improve

We seek out opportunities for continuous process improvement. We ask for feedback, criticism and insights to improve and perfect our products and processes. We look for ways to better serve the management team, Fort Worden visitors and our employees.

Mentor

We use our ability to influence others positively and take the opportunity to lead others towards our Guiding Principles. We look for ways to teach, coach and mentor tomorrow's leaders. We are engaged and knowledgeable about the Fort and the larger PT community.

Inspire

We present ourselves in a constructive and positive manner. We build confidence in the leadership and the direction of the organization, even when mistakes are made. We look for ways to build rapport and support each other. We regularly highlight wins and successes even small ones and recognize employees for helping others.