



## **WORK TOGETHER TO WIN**

**We see ourselves as one team, playing for the same crest, achieving far more when we work well together than when we tackle problems on our own.**

We create an environment where we set each other up for success. We intentionally bring good, positive energy to the team. We place high value on healthy, cohesive working relationships. We listen to understand, always striving to be present, focused and attentive in our communication. We prioritize communicating across campuses, departments and teams to promote collaboration. We refrain from comparison with our colleagues and embrace healthy competition. We celebrate the wins and learn from the losses.

## **KEEP IT IN THE CLUB**

**We lean into difficult conversations and conflict with discretion, courage and humility.**

We trust each other with sensitive information. We choose courage over comfort by facing difficult tasks and conversations rather than avoiding them. We professionally deal with conflict in private. We deliver and receive feedback in a kind, candid and timely manner, and find mutually beneficial resolutions.

## **OWN YOUR SH\*T**

**We are committed to holding ourselves and each other accountable to get the job done.**

We are never satisfied with mediocrity; we deliver world-class caliber results, no matter the task. We focus on solutions, not problems. We set goals and use metrics to track progress. We don't leave tasks for tomorrow that can be finished today. When we are not clear of what's expected of us, we ask. We own our mistakes and learn from them, so we do not repeat them.

## **DEVELOP CHAMPIONS FROM WITHIN**

**We share in the responsibility for each employee to become a champion in their own right.**

We create extraordinary experiences for our staff. We give all employees the roadmap to grow and rise with the Club. We model what world-class caliber looks like and lead by example. We use our voice and empower others to do the same. We embody professionalism and recognize that going the extra mile separates us from the average club. We take ownership for how and when we show up; we work hard, we have fun and we take time to recharge.

## **VISION = AMBITION**

**We are creating something bigger than ourselves in our community and on a global stage.**

We take pride in our work but remain willing to innovate and ask, "Is there a better way?" We do everything through a world-class lens, or we don't do it. We adopt a culture of creating higher standards, stronger connections and bigger dreams. We create memorable moments for our community. We do the little things, as well as the big things, which blow people away.

## **FCC FOR ALL**

**We value the diversity of thought, experience and perspectives that each person brings to the table.**

We respect each other as humans first. We courageously bring our authentic selves to work each day. We listen and embrace alternate views and perspectives, and we understand that different does not mean wrong. We celebrate the diversity of the world's game and the Cincinnati region; we strive to represent this throughout our organization.