

Values Check-In

Living our Values and Behaviors

Leaders can use this Practice Guide to help facilitate a conversation about living our Values and Behaviors. Associates can use it to prompt ideas for how they and their team can put each Value and Behavior into action in their everyday work. If you're using it to facilitate a group conversation, here are three steps to follow:

1. Split into small groups, each focusing on one set of Values and Behaviors.
2. For your assigned Value, talk about the specifics of how we could apply each of the three Behaviors on our team, in the context of our work.
3. Take notes and prepare to share them with the broader team for discussion.

	Our Values and Behaviors	How do we want to apply these Behaviors on our team, for our work?
CARING	We empathize and actively listen to anticipate each person's needs and resolve them promptly.	
	We build trust, safety, and equitable opportunities ; removing judgement so all people can be their true selves.	
	We care for the whole person , emotionally and physically, building communities where health comes first.	
CURIOUS	We pursue diverse perspectives to learn and effectively interact with people from all backgrounds.	
	We create value through innovating simple, quality experiences ; always striving to turn good into great.	
	We integrate our work across the enterprise —collaborating and exchanging ideas to achieve the best outcomes.	
COMMITTED	We deliver our commitments with excellence to the people we serve; patients, members, customers, government, shareholders, and each other.	
	We spend company resources wisely to create more value for advancing healthy customers, teammates, our communities, and our company.	
	We elevate our agility to meet people's needs and sustain our growth.	