

PRINCIPLES OF COMMUNITY TIP SHEET

CONTEXT

- Be prepared to answer this question:

“If the Principles of Community were created in 2015, why are we only talking about them now?”

The Principles of Community came about after a series of incidents had occurred on campus that were contrary to CSU’s values. A committee developed the Principles of Community after collaborating with the CSU community, and the President’s cabinet endorsed them in December 2015. Each member of the CSU community has a responsibility to uphold these principles when engaging with one another and acting on behalf of the University.

In 2017, each College and Unit at CSU was tasked with creating its own diversity plan. The Division of University Operations (DUO) released its Diversity Plan in 2018, including a task to adopt the Principles of Community in the workplace ([Link to DUO Diversity Plan](#)). The Facilities Management Diversity Team was founded in 2018 to carry out the tasks in the DUO Diversity Plan within Facilities Management.

POSSIBLE APPROACHES

- Choose one Principle to discuss at a time (e.g., have a standing agenda item in your staff meetings to discuss one Principle; work your way down the list)
- Call it out. When you hear an inappropriate comment, address it on the spot. An example statement would be “We don’t need to go there.” Follow up with an email.
- Provide examples to make the Principles relevant to your team (see some real examples from FM sections on the reverse).
- Come prepared to talk about examples you have seen in your daily work.
- Try reframing the discussion using terminology that may be more relatable to your team (e.g., The Principles of Community as a “code of conduct”).

Lead by example: The way supervisors interact with their team sets the tone for the culture of your workplace. By demonstrating the Principles of Community in your work, you pave the way for your employees to do the same.

PRINCIPLES OF COMMUNITY

FACILITIES MANAGEMENT EXAMPLES

INCLUSION

We create and nurture inclusive environments and welcome, value and affirm all members of our community, including their various identities, skills, ideas, talents and contributions.

When helping customers at the Parking and Transportation Services front desk, employees take extra time to communicate clearly with international students and staff who may have a language barrier to understanding parking regulations on campus.

SERVICE

We are responsible, individually and collectively, to give of our time, talents, and resources to promote the well-being of each other and the development of our local, regional, and global communities.

If the incorrect trades shop is dispatched to a building issue, the dispatched employee will try to reroute the call to the correct shop and try to coach the customer as to why it would be the other shop for future similar issues.

INTEGRITY

We are accountable for our actions and will act ethically and honestly in all our interactions.

When an employee is underperforming, a supervisor needs to address performance, but supervisors also need to ask themselves what they are or are not doing to contribute to the problem. How can the supervisor improve to help their employees grow?

SOCIAL JUSTICE

We have the right to be treated and the responsibility to treat others with fairness and equity, the duty to challenge prejudice, and to uphold the laws, policies and procedures that promote justice in all respects.

When clearing the sidewalks of snow, FM employees not only clear the ramps and sidewalks, as is required by the Americans with Disabilities Act (ADA), but also make sure to clear additional space for a person in a wheelchair to maneuver into a turn from the sidewalk onto the ramp.

RESPECT

We honor the inherent dignity of all people within and environment where we are committed to freedom of expression, critical discourse, and the advancement of knowledge.

Including people from many facets of Facilities at the beginning of a project shows respect for the different services Facilities staff can provide. This also allows everyone to understand project goals from the beginning and helps to create a realistic budget at the start.