**The NCSY Way**

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| 1 | **[Hillel] said to him: “That which is hateful to you do not do to another; that is the entire Torah, and the rest is its interpretation. Go study.” (Talmud, Shabbos 31a)**  **LIVE AHAVAT YISRAEL**. Genuinely care for and about your teammates, the teens, the parents and donors.  Show compassion and respect in every interaction.  We do what we do because we love the Jewish People; that quality can’t ever take a day off. |
| 2 | **Rava said:** **any Torah scholar whose inside is not like his outside**, **is not** **a Torah scholar. (Talmud, Yoma 72b)**  **MODEL TORAH VALUES**.  Be a living example of the values we hold near and dear to our heart.  Let these values guide our decisions, thoughts, and actions. |
| 3 | **“And you should do what is proper and good in the eyes of Hashem”- (Devarim, 6:18)**  **ACT WITH INTEGRITY.** Demonstrate an unwavering commitment to doing the right thing in every action you take and in every decision you make, *especially when no one’s looking*. Always tell the truth, no matter the consequences. If you make a mistake, own up to it, apologize, and make it right. |
| 4 | **“Torah is acquired through 48 means…**  **[and] proper speech” (Mishna Avos 6:6]**  **COMMUNICATE TO CONNECT.** Know your audience, connecting with teens and adults respectively in the way that resonates with them. Write and speak in a way that’s clear and that others understand. Use the simplest possible explanations. |
| 5 | **“[Hillel] used to say: If I am not for myself, who is for me? But if I am for my own self [only], what am I?” (Mishna Avos 1:14)**  **THINK TEAM FIRST.** It’s not about you. Don’t let your ego or personal agenda get in the way of doing what’s best for the team. Be there for each other and be willing to step into another role or help a teammate when that’s what’s required. Help each other to be at their best. Be willing to pitch in. |
| 6 | **“But let us say that there is a presumption that an agent performs his assigned agency” (Talmud Gittin 64a)**  **HONOR COMMITMENTS.** Do what you say you’re going to do, when you say you’re going to do it. This includes being on time for all phone calls, appointments, meetings, and promises. If a commitment can’t be fulfilled, notify others early and agree on a new deliverable to be honored. |
| 7 | **“and [God]said, ‘There is your brother Aaron the Levi. He, I know, speaks readily. Even now he is setting out to meet you, and he will be happy to see you.**  **You shall speak to him and put the words in his mouth—I will be with you and with him as you speak, and tell both of you what to do—” (Shemos 4:14-15)**  **COLLABORATE.** Share information and work together.  Collaborate with teammates and with those we serve to find better solutions.  Collaboration generates better ideas and results than working alone.  Be inclusive. |
| 8 | **“And if not now, when?” (Mishna Avos 1:14)**  **WORK WITH A SENSE OF URGENCY.**    While there may be times that require patience, don’t put off till tomorrow what can be completed today.   Our mission is important, take positive steps today! |
| 9 | **“Torah is acquired through 48 means…**  **[and] attentive listening” (Mishna Avos 6:6]**  **LISTEN GENEROUSLY.** Listening is more than simply “not speaking.”  Give others your undivided attention. Be present and engaged. Minimize the distractions and let go of the need to agree or disagree. Suspend your judgment and be curious to know more, rather than jumping to conclusions. Above all, listen to *understand*. |
| 10 | **“And Jacob called his sons and said, “Come together that I may tell you what is to befall you in days to come.” (Bereishis 49:1)**  **SPEAK STRAIGHT.** Speak honestly in a way that helps to make progress. Say what you mean, and be willing to ask questions, share ideas, or raise issues that may cause conflict when it’s necessary for team success. Be courageous enough to say what needs to be said. Address issues directly with those who are involved or affected. |
| 11 | **“We give thanks to You, Lord our God, for the merit of giving thanks to You” (Talmud Sota 40a)**  **SHOW MEANINGFUL APPRECIATION.** Recognizing people doing things right is more effective than pointing out when they do things wrong. Be grateful. Regularly extend *meaningful* acknowledgment and appreciation — in all directions throughout our organization, to teens especially, and beyond. |
| 12 | **“Then Hashem said to Moshe, ‘Why do you cry out to Me? Tell the Israelites to go forward.” (Shemos 14:15)**  **FIND A WAY.** Take personal responsibility for making things happen. Respond to every situation by looking for how we *can* do it, rather than explaining why it can’t be done. Be resourceful and show initiative. Don’t make excuses or wait for others to solve the problem. See issues through to their completion. |
| 13 | **“Yehoshua ben Perachya used to say: appoint for thyself a teacher, and acquire for thyself a companion and judge all men with the scale weighted in his favor.” (Avos 1:6)**  **ASSUME POSITIVE INTENT.** Work from the assumption that people are good, fair, and honest, and that the intent behind their actions is positive. Set aside your own judgments and preconceived notions. Give others the benefit of the doubt. |
| 14 | **“And God saw all that had been made, and found it very good” (Bereishis 1:31)**  **BE POSITIVE.** You have the power to choose your attitude. Choose to be joyful, optimistic, and enthusiastic. Your attitude is contagious. Spread optimism and positive energy. |
| 15 | **“It was taught ‘This is my God and I will glorify Him [*anveihu*].’ Beautify yourself before Him in mitzvot. Make before Him a beautiful *sukka*, a beautiful *lulav*, a beautiful *shofar*, beautiful ritual fringes, beautiful parchment for a Torah scroll, and write in it in His name in beautiful ink, with a beautiful quill by an expert scribe, and wrap the scroll in beautiful silk fabric.” (Talmud Shabbos 133b)**  **PRESENT YOURSELF PROFESSIONALLY.** Your personal appearance makes a strong statement about the pride you take in your role. Dress neatly while carrying yourself professionally. |
| 16 | **“Ben Zoma said: Who is wise? He who learns from every man, as it is said: “From all who taught me have I gained understanding” (Mishna Avos 4:1).**  **HAVE A GROWTH MINDSET.** Be a lifelong learner. Seek out and take advantage of every opportunity to gain more knowledge, to increase your skills, and to become a greater expert. Listen to and learn from others. Encourage, respect, and celebrate Torah learning as role models for our teens and community. |
| 17 | **“And the man Moshe was extremely humble , more than any man on the face of the earth.” (Bamidbar 12:3)**  **BE HUMBLE.**  Don’t let your ego get in the way of doing what’s best for the team.  Be open to learning from others, no matter what role they have, and regardless of their age, experience, or years with our organization.  Everyone has something he/she can teach us, and everyone’s perspective has value. |
| 18 | **“Then your guides will no more be ignored, but your eyes will watch your teachers” (Yeshayahu 30:20)**  **LEAD BY EXAMPLE.** The best way to influence others is through your own example. Walk the talk. Take responsibility, both formally and informally, to coach, guide, teach, and mentor others. *Be the change you want to see* |
| 19 | **“But in the second tablets the power to innovate was given to every loyal student, based on the ancient principles and traditions” (Netziv on Torah, Shemos 34:1)**  **TAKE INTELLIGENT RISKS.** Innovation, improvement, and success don’t come from playing it safe. They come from a thoughtful and intentional willingness to try the unconventional and to ask “What if?”  Try a new way. Think differently. |
| 20 | **“As Moshe spoke, God answered him vocally” (Shemos 19:19)**  **BE RESPONSIVE.** Respond to questions and concerns quickly, whether it’s in person, on the phone, or by e-mail. This includes simply acknowledging that we got the question and we’re “on it,” as well as keeping those involved continuously updated on the status of outstanding issues. |
| 21 | **“And now, O Israel, what does your God demand of you?” (Devarim 10:12)**  **GET CLEAR ON EXPECTATIONS.** Create clarity and avoid misunderstandings by discussing expectations upfront. Set expectations for others and ask when you’re not clear on what they expect of you. End all meetings with clarity about action items, responsibilities, and due dates. |
| 22 | **“Rabbi Shimon said: There are three crowns: the crown of torah, the crown of priesthood, and the crown of royalty, but the crown of a good name supersedes them all.” (Mishna Avos 4:13)**    **TREASURE, PROTECT, AND PROMOTE OUR REPUTATION**. We’re all responsible for, and benefit from the image and reputation of NCSY. Consider how your actions affect our collective reputation.  Create a great impression. Be proud of our organization and commit to excellence in all you do. |
| 23 | **“For the sake of my brothers and friends, I pray for your well-being;” (Tehilim 122:8)**  **TREAT EACH OTHER LIKE FAMILY.** Our relationships go deeper than simply being teammates at work. We genuinely care for and about each other. Whether it’s a kind word during a tough stretch, a friendly smile each morning, or a helping hand in stressful times, show your compassion. |
| 24 | **“Hashem said, ‘It is not good for the Human to be alone; I will make a fitting counterpart for him.” (Genesis 2:18)**  **EMBRACE DIVERSE PERSPECTIVES.** Be open to learning from others, teens first and foremost, no matter what role they have, and regardless of their age, background, experience, or tenure with NCSY. We make better decisions when we consider multiple perspectives. |
| 25 | **“On the third day, as morning dawned, there was thunder, and lightning, and a dense cloud upon the mountain, and a very loud blast of the horn; and all the people who were in the camp trembled.” (Shemos 19:16)**  **DELIVER LEGENDARY EXPERIENCES.** It’s all about the experience. With every experience, do the little things, as well as the big things, that surprise people. Make every interaction stand out for its helpfulness. Create the “WOW” factor that turns those we serve into raving fans. |
| 26 | **“Yehudah...said, ‘She is more in the right than I” (Bereishis 38:26)**  **PRACTICE BLAMELESS PROBLEM-SOLVING.** Demonstrate a relentless solution focus, rather than pointing fingers or dwelling on problems. Identify lessons learned and use those lessons to improve ourselves and our processes so we don’t make the same mistake twice. Get smarter with every mistake. Learn from every experience. |
| 27 | **“During the fourth [set of] hours, Hashem sits and makes sport with the leviathan” (Talmud Avodas Zara 3b)**  **KEEP THINGS FUN.** While our passion for excellence is real, remember that the world has bigger problems than the daily challenges that make up our work. Stuff happens. Keep perspective. Keep our teens at the center of everything we do. Don’t take things personally or take yourself too seriously. Laugh every day. |