

# Concept

*a powerful, intriguing, inspiring, or perhaps odd idea distilled to its essential elements*

Employees have a right to expect the following. The business has the right to expect them to be honest, innovative, accountable, and compassionate in carrying out their responsibilities.

A. This is our reality:

1. We are in business. As a business, we must provide
  - a. value or we'll lose customers
  - b. a return to capital funders or we'll lose them and their investment.
2. We will also treat suppliers and employees well.

B. These are our expectations for operating effectively within our reality:

1. Our executives will
  - a. set and communicate goals (\$, customer, supplier, employees) and strategies to achieve them
  - b. develop a business plan; provide resources to implement the plan
  - c. monitor performance against goals; manage the white space
  - d. monitor the business environment and make necessary changes
  - e. design an organization that will
    - be an effective value chain for meeting customer needs
    - have a management system, a structure, and reporting relationships that support the value chain
    - provide clear, appropriate roles and responsibilities.

2. Our managers will

- a. make inputs and execute the plan
- b. know their businesses
- c. use effective processes to meet their goals; see that employees have clear goals and responsibilities, resources, and feedback to continually improve
- d. sustain a work environment free of discrimination, harassment, and counter-productive interdepartmental competition.

3. Our employees will

- a. have accurate, up-to-date information on goals, strategies, and progress of the business
- b. be clear on their roles, responsibilities, goals, and consequences of achieving or not achieving them
- d. be accountable for achieving assignments and goals
- e. receive resources; specific, objective, timely information on their performance and training; and management support to become competent performers.

*Adapted from Geary A. Rummler  
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## Employee Bill of Rights

### A Fantasy Alternative to Value Statements



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