

# Concorde Career College Values

**INTEGRITY** – Integrity is doing the right thing and doing things right every time; in an accurate, timely, complete fashion. Organizations with the highest integrity are the most respected and produce the best outcomes. Our commitment to integrity is reflected in actions. It is demonstrated by clearly defining expectations and commitments, keeping promises, upholding educational and business ethics, openly disclosing potential conflicts of interest, maintaining confidentiality of sensitive and proprietary information, avoiding gossip and upholding the laws and regulations of our communities.

**RESPECT FOR THE INDIVIDUAL** – At Concorde, respect is awarded to every person we encounter in our work lives. Respect for the individual is our expression of long-term interest in our associates. We are committed to attracting and retaining associates who are prepared to meet a challenge, grow, and contribute to the common good. Our goal is measurable associate satisfaction.

**CUSTOMER SERVICE** – A customer is anyone whose needs and expectations must be identified and satisfied if we are to achieve Our Mission. Customer satisfaction is achieved when there are trusting relationships based on aligned expectations, active listening, open and accurate communication, measurable commitments and timely execution. At every level of our organization we build trusting relationships with our customers. We all serve customers within Concorde whose needs must be addressed to achieve Our Mission. We strive to help each other be successful. Irrespective of our role or responsibility within Concorde, our goal is measurable customer satisfaction.

**TEAMWORK** – Our belief in teamwork is grounded in the knowledge that no one of us can achieve as much as all of us together. Team members have diverse perspectives and backgrounds, but they share a common goal - to achieve that goal they are prepared to set aside self-interest, adapt to specific roles, cooperate, practice and act. Team leaders exemplify our values, are organized and focused on the goal but remain open to the possibilities. Teamwork is the cornerstone of our decision-making process.

**ACHIEVEMENT** – Achievement is the attainment of an exemplary or exceptional result. Achievement is about exceeding the ever-escalating expectations of students, employers, accreditors, government agencies and our owners. We believe that these goals and superior financial performance are consonant, and that consonance is achieved through a disciplined commitment to Our Mission and Values.