

OSBA Guiding Principles

We value and expect effective communication.

- Therefore, we will ensure all members and staff are made aware of and have access to the best possible information in a timely manner.
- Therefore, we will solicit input from all internal and external stakeholders.
- Therefore, we will use multiple methods of communication to reach a wide variety of audiences.

We value and expect integrity.

- Therefore, we will interact with others in a respectful and honest manner.
- Therefore, we will provide appropriate and reliable information.
- Therefore, we will be trustworthy and keep promises and commitments.

We value and expect collaboration and partnership.

- Therefore, we will facilitate understanding and agreement among partners.
- Therefore, we will not allow disagreements to impact our overall relationships.
- Therefore, we will creatively seek and nurture relationships with those who shape the future of education.

We value and expect superior customer service.

- Therefore, we will be responsive, courteous and timely.
- Therefore, we will find or provide resources to meet customers' needs.
- Therefore, we will monitor and continuously improve customer satisfaction.

We value and foster expertise.

- Therefore, we will cultivate visionary leadership across the association.
- Therefore, we will hire, retain and value highly qualified staff.
- Therefore, we will provide time and resources to develop association leaders, members and staff.