

THE ALPINE CHARACTER GUIDE

(Brief from revised 5.2011)

It is impossible to separate spiritual formation from character formation. The two are like a hand in a glove. The condition of a person's spirit shapes the condition of a person's character. Character is often described as who a person is when no one is looking. Developing both spiritual maturity and a mature character takes steady, ongoing discipline. Listed below are the character qualities Alpine looks for in the people it hires, and which it expects its people to intentionally be developing. None of us are completely "there yet"; but we must be on the way.

This is a brief version of the Character Guide, revised for the Summer Staff Handbook. A complete version is available from either the Human Resources Coordinator or the Associate Director. The headings of Character, Competency and Chemistry help organize the list, even though they are all character related.

CHARACTER: Ways in which the outer person reveals the inner person

Integrity (Proverbs 10:9, Daniel 6:4) -

- Do the difficult work of discerning between what is right and what is wrong
- State, to the people affected, your intention to do the right thing
- Do the right thing. If you commit an integrity breach; confess it and restore it

Trustworthiness (Matthew 5:37) -

- Fulfill the promises and agreements you make, or renegotiate them
- Be loyal to the members of your team, and others, when absent or present
- Tell the truth faster, for the good of the other person/Alpine, not out of frustration, etc.

Proactive (Proverbs 6:6-11) -

- Anticipate and meet the needs of both staff and guests
- Take the time to think through what needs to be said or done; avoid *reacting*
- Take thoughtful, informed action to solve problems or recommend solutions

Submission (Philippians 2:3-4) -

- Confess and repent of your pride whenever possible and helpful
- Look also to the interest of others
- Let go of your need to be right and choose to be humble, even when "right"

Optimism (Romans 8:28) -

- Accept the current reality; do not deny it, excuse it or ignore it
- Acknowledge the sovereignty of God and His desire to provide
- Seek solutions with a sense of confidence in God and His people

Self-control (Titus 1:7-9) -

- Practice intelligent ways of expressing your emotions and using them as motivation
- Wisely apply your will to both producing results and caring for your entire being
- Develop and practice healthy habits of mind, body and spirit

Influence (Galatians 6:9-10) -

- Be an example of the qualities Alpine looks to hire and aspire to
- Attend to what you can change in and around yourself
- You have influence; make it a positive, Fruit-of-the-Spirit filled one

Growing Disciple (John 15:1-8; 2 Timothy 2:2) -

- Practice helpful, and challenging, spiritual disciplines
- With frequent regularity, attend and participate in a local church, small group, etc.
- Be able to explain how you love God with all your heart, mind, soul and strength

COMPETENCY: Ways in which the person performs his/her job

Purpose/Mission Committed (Proverbs 3:5-6) -

- Be able to recite and define Alpine's Identity Statements
- Understand how the various departments at Alpine contribute to the mission
- Develop your own personal mission statement in alignment with Alpine's

Professionalism (Colossians 3:17) -

- Dress and groom appropriately, including wearing your nametag at all times
- Perform your duties with excellence, as unto God, and to bring Him glory
- "It is my job to serve this person to the best of my ability; or seek help from others."

Responsible (Galatians 6:1-6) -

- Know what you have both the responsibility for and the authority to decide, do, and delegate.
- Do not allow yourself to think/believe, "That's not my responsibility." Ask, "How is it"?
- Continue improving and growing even beyond required job skills

Accountability (Romans 15:1-10) -

- Follow all written policies and procedures; we are accountable to each other
- Follow through on assignments and inform those affected when they are complete
- Welcome inspections of your work by, and feedback on it from, your supervisor(s)
- Be open to inquires from others seeking clarification on what you do and why/how

Safety (Proverbs 13:16) -

- Take responsibility for your role in the personal safety of yourself and others
- Practice proper safety techniques with all tools, equipment and people
- Adhere to Alpine's risk management policies and procedures (IIPP, BBPECP, etc.)

Stewardship (Matthew 25:14-30) -

- When on or off the clock, the resources you use belong to others, not you; thus,
- Arrive on time and ready to engage in the task or meeting's purpose
- Handle time, tools, equipment, energy resources efficiently and effectively.

CHEMISTRY: Ways in which the person relates to others

Partnering & Teambuilding (I Corinthians 12:12-27; Philippians 2:1-4) -

- Put team results ahead of personal desires; view self as a partner to others
- Embrace a "give and take" dialogue seeking a common solution
- Seek first to understand, then to be understood; communicate for clarity

Community (Colossians 3:8-17) -

- Contribute to official and informal staff activities, meals and interactions
- Walk away from gossip; practice loyalty to the reputation of others
- Act as if you believe God intended the diversity in which we live and work

Compassion (1 John 3:16-21 & 4:7-11) -

- Come along side with prayer, provision and selfless use of resources for others
- Forgive, as God has forgiven you
- Listen carefully before responding so your response fits their need, not yours

Friendliness (John 15:13-15) -

- Communicate clearly, politely, warmly; with eye contact and a smile
- Introduce yourself; use the other persons' name(s) as often as possible
- Acknowledge others throughout the day/their stay; offer to assist; just help them

Encouragement (1 Thessalonians 5:11; Hebrews 10:24-25) -

- Look for the best/strengths in others and affirm it with specific language
- Catch people doing things right, and affirm what they are doing and how
- Help a discouraged person see circumstances from the perspective of courage