

***COD Kickoff Meeting:
Applying SFA Service Standards to COD – Guiding Principles***

General Rules

- Communicate!
- Bring the right tools
- Right resources at the right time
- Be flexible
- Listen to each other and to the customers
- Seek first to understand
- Include the stakeholders in decision making points
- Give a full answer, not just an answer
- Volunteer the question
- Admit when you're wrong, and move on
- Be respectful of differences
- Don't make assumptions – communicate!

Be Worthy of Trust

- Take ownership
- Involve third party developers
- No “COD silo”! - - Don't develop the solution, or pieces of the solution, in isolation
- Nail the requirements early
- Look for innovative ways to deliver
- Focus on COD's impact to schools
- Share mistakes made (lessons learned)
- Do what you say you're going to do
- Demonstrate leadership
- Be a steward of what you are given
- Put the project needs above individual needs
- Pledge to be badgeless
- Be comfortable (no ties!)
- Believe we can do it!
- Express, not feel
- Place priority on the care and feeding of external resources – communicate to them often

Be Courteous

- COD sets the stage for courtesy by making information access easier
- Agree to disagree
- Treat all opinions equally
- Be sensitive to the transition of all partners and schools
- Respect each other and different perspectives
- Learn to laugh together!

Great Products and Services

- Think “out of the box”
- Using what we have and know
- Develop with an eye toward web-based tools
- Emphasis on automation
- Develop an integrated knowledge base
- Listen to each other
- Ensure all products, even interim ones, are quality products

- Set criteria for quality to measure success
- Learn from each other
- Perform random acts of kindness
- Be sensitive to individual style
- Have a “make my day” attitude
- Look at receiver of information from their point of view (understand the customer’s perspective)
- Try not to inconvenience others

Be Efficient

- Develop efficient communication channels
- Allow schools to concentrate on students, and not the process
- Include FFEL community