

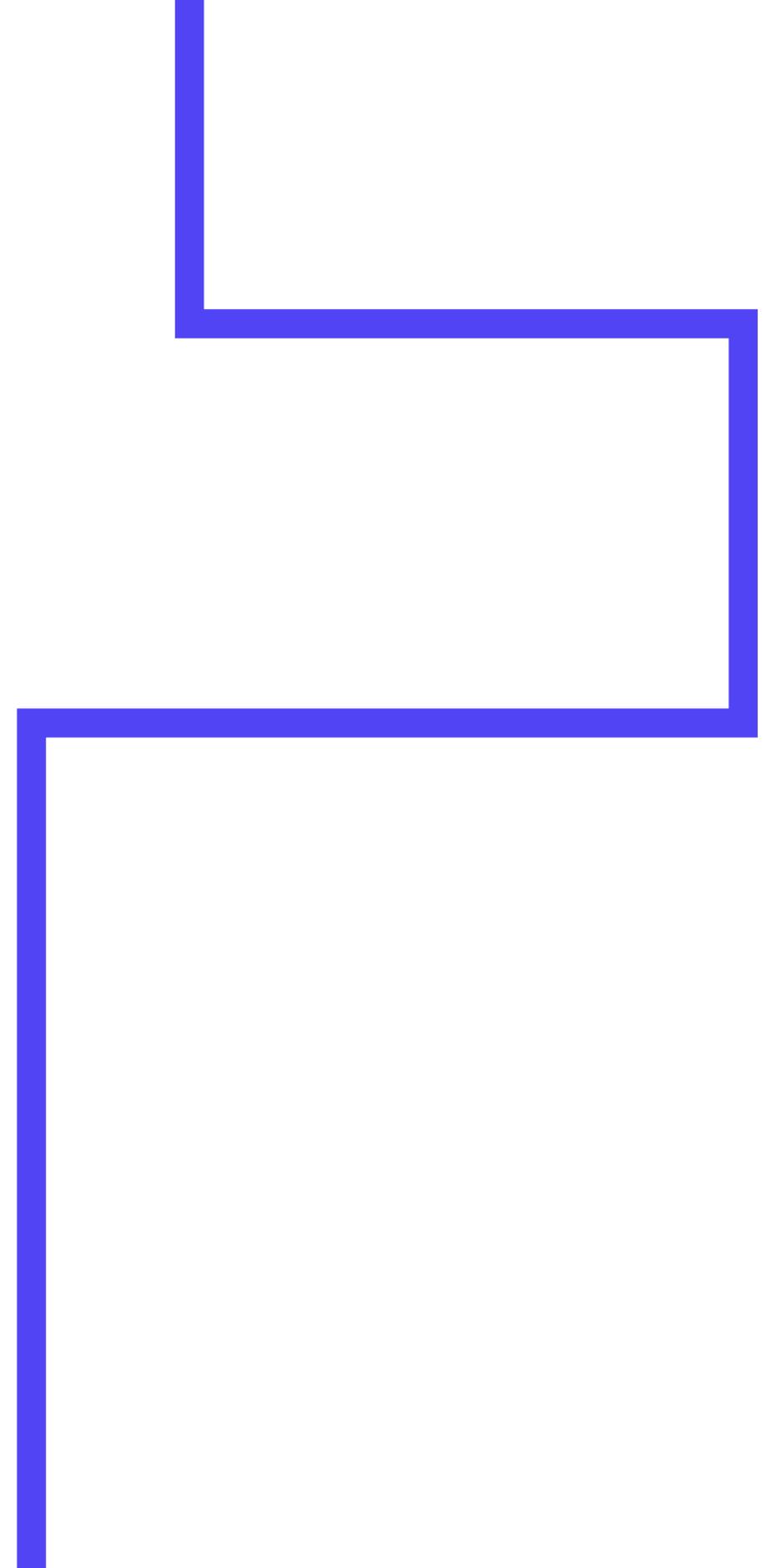
Conduct

Culture

Guide

*What we're about, our process,
goals & systems*

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Who are we?

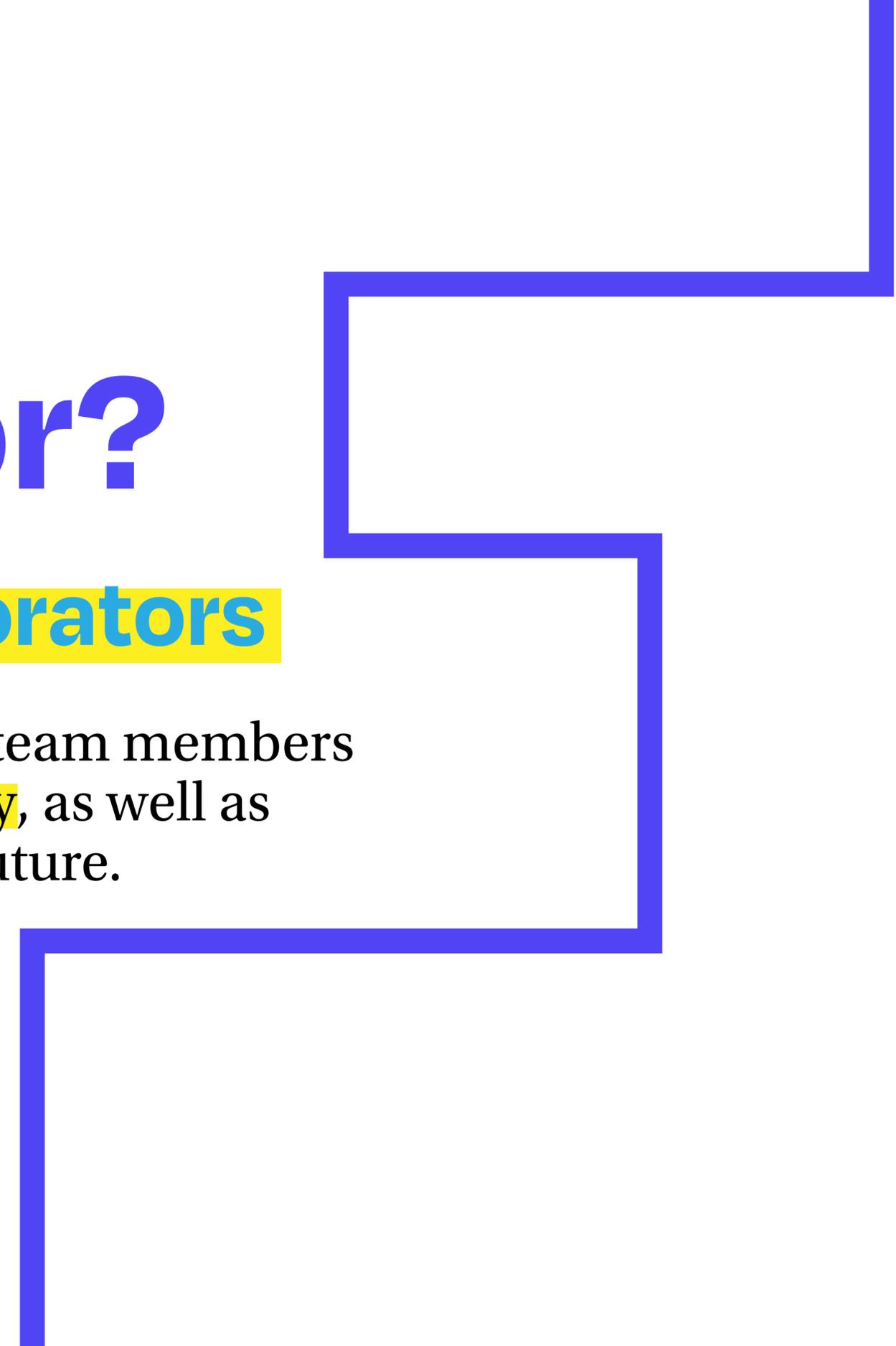
We are a **multidisciplinary** team of **strategic designers** working for **social innovation** in an **equal** and **empowering** system.

Who is this document for?

Our Team

Our Collaborators

This guide is a reference for our internal team members to **follow, identify with and be inspired by**, as well as our clients, collaborators - present and future.



What is this document for?

We hope that this guide will serve as a reminder not only of our origins and values but also where we are headed, and how we want to get there.

These guidelines exist also as a reminder for us to hold ourselves **accountable** and find our way back to our roots.

Our Team

We speak a language called Empathy

Frameworks: We believe in **minimum hierarchy**, **democratic collaboration** and **shared responsibility**. We respect reasonable working hours, personal boundaries (especially during WFH!) and engage with **empathy** and **compassion**. We communicate clearly and often.

Platforms: WhatsApp, Slack, Google Docs, Zoom, Monday.com are some of the tools through which we communicate, schedule, and manage our work.

Our Team

We work to learn

While working to our strengths is always fun, we also like to take the chance to learn and develop new skills. We identify our strengths and weaknesses as a team, our experiences and look at how we can maximise our **growth** as well as our **outcomes** and **learning**.

We are also open to **asking for help** and admitting when something is beyond us. We love discussions, brainstorming, voting for ideas, prototyping and user testing. We operate on **good faith** and are always willing to get constructive criticism. One team member's win, is a win for us all!

Our Team

Individual Agency for Team Benefit

We distribute work primarily **voluntarily** - you take what you want to work on. This works only if and when team members are equally enthusiastic and driven towards a common goal.

Secondarily, we discuss the the division of responsibility together, making sure everyone has a voice and has the opportunity to speak and feel heard. We like to prepare ideas for meetings, set agendas, brainstorm, and share to build off each other.

Our Team

We love disagreeing

We recognize dissent and welcome it with open arms as an **opportunity to grow**. We actively **listen, empathize, and solve problems together**. We arrive at decisions and solutions when everyone feels comfortable and in favour of them.

We believe that as a like minded team, we have more in common than not, and will use our **common ground** to find solutions.

Our Collaborators

We'll keep you in the loop

We use project management and scheduling tools of all kinds, we promise!

But if you don't check those as often as we do, we also send out of **periodic progress reports** to our currently engaged clients and **newsletters** for our other stakeholders. You can always call or email us, follow us on social media or check out our website to find out what we're up to and get in touch with us.

Our Collaborators

We hold ourselves accountable

We will always **take responsibility for our actions**, even if they are beyond our control! **Transparency** is a value we hold high on our list and will have open and clear conversations with our stakeholders, community and team members in the case of a mistake or wrongdoing.

We aim to **learn from our mistakes** and implement what we have learned to grow.

Our Collaborators

How do we avoid missteps?

Our process will always prioritize **clear definitions** of the scope of work, the brief and deliverables to avoid missteps. We ensure that our team, clients and stakeholders are all on the same page to solve and avoid hiccups by creating systems to **facilitate open communication**, and keeping all parties involved in the work process.

We choose our timelines and ideas carefully and don't write them in stone.

Our Collaborators

How do we address missteps?

We step back and assess the problem. We use tools such as **re-orientations, workshops, and team building** to build ourselves up.

We also aren't afraid to ask for help. Involving agencies or specialists in team building or culture to guide us, collaborate and learn from are additional routes to correcting mistakes or strengthening our team.