AUTHORITY isms

The Authorityisms are the *why* behind how we do things.

The company culture at The Authority Companies is based on these 21 philosophies. They are the core principles that drive our decision-making and unite us around a culture of excellence.



1 — Own it to Resolve it

If a problem finds you, you own it to resolve it. You can solve it from start to finish, or hand it to the right person. See it through to the end and follow up to make sure it is resolved. Don't say "that's not my job" or "they should handle it." You are the THEY!



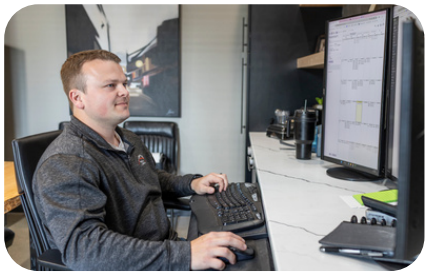
2 — Customer is Always Right

Well, not always, but the customer is always the customer and your goal is to make them a lifelong fan for life. Listen and acknowledge their point of view. Wow them with friendly service, deliver on promises, and say "yes" whenever possible.



3 — Conflict Can be Good

Passionate conversation inspires new ideas and creates growth. We love that here! Share your point of view and listen to the perspective of others. Remember, there is often more than one right way.



4 — Changes Happen Here

We are always looking to improve the business, our processes, and our people. Approach your work with a constant and never-ending improvement mentality. Challenge the status quo!



5 — Mean People Suck

This is self-explanatory. Gossip, drama, and negative behavior bring down our team. Focus on the positive.



6 — It's Either Done or It's Not Done

There is no in-between. Nothing waits until tomorrow. Get it done!



7 — Do the Right Thing

It's never about who is right, it's about what is right. Stick to the highest level of integrity. When you see or hear something that goes against our core values, say something and squash it immediately.



8 — Phone First

Phone conversations get better results than text messages or emails, which can be cold and are often misinterpreted. So make the call FIRST!



9 — You Have the Power

Every member of our team can be involved in the decisions that affect them. You have the right to call a meeting to discuss a change to any policy that you believe would better meet the needs of our team or our customers. All doors are always open!



10 — Be an Authority Companies Ambassador

Whether you are at work or at play, you are the face of the Authority Companies. By being your best self, showing up on time with a smile, and behaving in a manner others will respect, you will attract other great team members and future customers who love the Authority Companies.



11 — Second Chances

Success lies in learning from mistakes, so be kind and patient. We allow second chances here!



12 — We are Diversity

No matter who you are, where you come from, or what you believe in — we celebrate you!



13 — Welcome Aboard

It's tough to be the new kid on the block, so we have appointed YOU as the Welcoming Committee! When a new team member comes aboard, introduce yourself, have lunch with them, and go the extra mile to extend a warm Authority Companies welcome.



14 — Follow the System

How do we know it works? Because we've been there before. Follow the system 100% of the time and you will be successful here. Have an idea to improve the system? Speak up!



15 — Strive for Five

The five star reviews are vital for our business. They provide feedback on the quality of our work. Strive for a five-star review with every customer.



16 — Share our Success

All team members are part of our marketing team! Follow us on social media and share our posts with your network. When you help, our reach grows exponentially. Spread the word!



17 — Don't Know or Don't Care

When something goes wrong, it usually comes down to one of two things: we didn't know, or we didn't give it enough attention. If we didn't know, that's on us — and we take responsibility to correct it. If it was within our awareness, then it's an opportunity to raise our standard and do better next time.



18 — Everyone is in Sales

Maybe you don't hold the title of salesperson, but we are ALL in sales. Be proud of where you work and tell people our story. Drive sales!



19 — Focus on the Solution

When you are faced with a problem, ask these questions:

1. Where are we now?
2. Where are we going?
3. How are we going to get there?



20 — Have a Growth Mindset

Challenge yourself. Believe you can change, grow, and accomplish new things. If you catch yourself saying “I can’t do that,” add “yet” to the end.



21 — Have Fun!

If you don’t know what that means, we’ll teach you!

The Home Authority, Inc.

AUTHORITY isms