

Deliverable 1

Statement of Personal Commitment

As an i³er, I am committed to:

Being part of a team. I will support my team and Filene Research Institute both publicly and privately. This means I will share the workload, pitch in when I can help, be flexible, give my gifts, feel free to challenge others, and take no offense when I myself am challenged.

Open and honest communication. I will always communicate, pass on what learning I acquire, and share best practices with interested parties inside and outside the i³ program. To spark positive change for consumers through credit unions, there can be no secrets, lies, or half-truths.

Being considerate. I am working with the best of the best in credit unions and will treat them accordingly. This means I will respect my teammates, become the best listener I can possibly be, and show patience and understanding at all costs. I am willing to adapt to change and open to changing my mind.

Seeking progress. I want to improve people's lives through credit unions and I know that to accomplish that goal I must drive change. I will ask tough questions. I will think differently. I will seek improvements to as many existing processes, products, services, and business models as possible, and create new ones when necessary.

Proving, not guessing. I am committed to testing my ideas and reporting on the results. My hypotheses will not always be proven, but they will always be tested.

Having fun. Solving problems for consumers and credit unions brings me joy. I realize that successful completion of the i³ program is hard work and serious business, but must also be fun. I will find the fun in every situation.

Enthusiastically,
