

CROSSROADS YMCA LEADER PROMISE

I will lead with a positive attitude and demonstrate commitment to our Crossroads YMCA member experience.

I know my job and lead by example for all staff members.

I positively recognize and hold staff accountable for delivering the Crossroads YMCA experience.

Safety

I practice safe behaviors in everything I do.

I take action to always put **safety first**.

I speak up to ensure safety of members.

Kids 1st Members 1st

I ensure my actions support a focus on **kids and members first**.

I find a way to exceed expectations for all.

Relationship Ready

My work area is "Member Ready" at all times.

I work toward interactions that are genuine and memorable.

Efficient

I perform my role efficiently so members get the most out of their visit.

I use my time and resources wisely.