

MCFTA Family Core Values

Every day and in every way, we commit to ...

Delivering WOW Service

Wow. Three little letters and yet the word speaks volumes! We at MCFTA are passionate, creative, energetic and determined. We create a little fun in everyone's day by delivering wow service to our co-workers, vendors, partners, donors, and most importantly our patrons. We deliver remarkable service that is above and beyond what is expected. We are not an average company, our service is not average, and our people are definitely not average either! Every employee delivers WOW.

Performing Our Personal Best

We are professionals who hold ourselves to the highest standards of treating each other and our patrons with respect and integrity. We support each other in our pursuit of delivering wow service to our end consumers. Daily we work on fostering relationships with our colleagues, and take pride in helping each other succeed. We are equally committed to living out our vision and mission and are ambassadors of the arts and the Center.

We believe that inside every one of us is more potential than even he/she realizes. We all commit to helping each employee unlock that potential and strive to make sure they feel they have the tools needed to constantly improve their skills. It's our individual commitment to our group effort that sets us apart and will help in our pursuit of excellence in the arts.

Creating Open & Honest Relationships

We believe open and honest communication creates the best relationships that in turn create trust. At all levels, we commit to our communication being purposeful and inclusive. We commit to creating strong, positive relationships, and handling conflict directly and appropriately. We constantly work on increasing the effectiveness of our communication. We commit to ensuring our words and actions match. We actively listen and check for understanding by paraphrasing what we hear. We show support for our team members, even when mistakes are made. In short, we believe in building open and honest relationships through effective communication as a foundation for all relationships. How we work together matters.

Embracing Change through Creativity

We are never comfortable with the status quo. We are always evolving and constantly striving for excellence. We need to be flexible and open to change in order to remain relevant and continue to realize our creative potential as the regional leader in the arts.

As individuals, we commit to being open minded and using our creative skills to embrace and drive change. When approached by other team members, we are open to their ideas and build upon their thoughts. We are all creative problem solvers and are empowered to make timely and thoughtful decisions that adhere to our mission and vision leading to excellence.

Creating a Positive Team Environment

To keep the arts alive and well, we create a supportive environment that is friendly, warm and exciting! We encourage new ideas, opinions and points of view. As team members, we take initiative even when no one is watching. We take ownership of issues and collaborate with other team members to address issues when they arise. We are respectful of one another's time and commit to showing that respect through our daily interactions.

We recognize the accomplishments and contributions that we each make to the Center. We watch out for one another, care for one another and go above and beyond for each other because we believe and trust in each other. We share the desire to keep the arts alive and well, and as a team we will accomplish that goal.

Escaping the Ordinary

One of the things that make working at the Center different and exciting is that we value being fun and a little quirky! We laugh at ourselves and find humor in our daily work. We are not looking for crazy or extreme weirdness; we want just a touch of quirkiness that makes life a little more fun and interesting for everyone. One of the advantages of encouraging each other to have fun and be a little different is it allows us to create and share our own Center "magic"!