

# TRS Communication Creed

**R**emember the “golden rule” and engage your coworker/supervisor before going “above his/her head”.

**E**nsure that information gets to those who “need to know” before those you “want to tell”.

**S**olution-focused — ready to offer solutions.

**P**rofessional – actively listening to other’s opinions and expertise and maintaining a professional tone and manner.

**E**xpress your ideas and thoughts when the opportunity presents itself “in” meetings and not simply “after”.

**C**ommunicate openly and honestly at all times, without hidden agendas.

**T**ake ownership and responsibility for what is communicated, ensuring that your message is received and understood, and communicate face-to-face when critical.