

Global PA Academy – Code of Conduct

Valid from January 1, 2015

Preamble

GPA Code of Conduct presents a summary of the shared values and “common sense” thinking in our community. The basic social ingredients that hold our events and community together and make it strong and valuable. GPA Code of Conduct offers some guidance to ensure GPA members can cooperate and develop effectively in a positive and inspiring atmosphere, and to explain how together we can strengthen and support each other. This Code of Conduct is shared by all participants, contributors and affiliates who engage within GPA team and its community platform

Overview

The basic social ingredients that hold GPA Community together include:

- Be considerate
- Be respectful
- Be forthcoming
- Be collaborative
- Be pragmatic
- Support others in the community
- Get support from others in the community

GPA community is made up of several groups of individuals and organizations which can roughly be divided into three groups:

- **Participants**, or those who attend events and/or any other educational facilities to benefit from its services.
- **Contributors**, or those who add value to the events through their speaking engagements and content sharing.
- **Enablers**, or those who make our community functional and convenient to needs of its members.

GPA Code of Conduct reflects the agreed standards of behavior for members of GPA community, in any event, forum, mailing list, wiki, website, public meeting, appearances or private correspondence within the context of GPA community and its content. The community acts according to the standards written down in this Code of Conduct and will defend these standards for the benefit of the community. GPA will exercise the right to suspend access to any person who persistently breaks our shared Code of Conduct

1. Be considerate

Your actions and attitude will affect others and you in turn will be impacted by the attitude and actions of others. Any decision you take will affect other community members, and we expect you to take those consequences into account when making decisions and engaging in actions.

As a participant, ensure that you give full attention and be interested in the experiences and sharing of others. Bear in mind how your reaction and feedback affect others. It is advised to follow up with understanding and mutual support. If you are frustrated or stuck your problems are more likely to be resolved if you can give accurate and well-mannered information to all concerned. Expect the same conduct in return.

As any other community member, remember that participants work hard on their personal development during GPA events and take great pride of their own insights on their own terms. Give them time and space to express, to work in their own way of information intake and give them possibilities to ask questions where needed. It is expected of you to contribute to creation and maintenance of atmosphere of comfort, trust, understanding, motivational vibes and excitement.

2. Be respectful

In order for GPA community to stay healthy and valuable its members must feel comfortable, understood and accepted. Treating one another with respect is absolutely necessary for this. In a disagreement, in the first instance assume that people mean well. Stay close and guard your own Personal Integrity and respect others to have and cherish their own.

We do not tolerate personal attacks, racism, sexism or any other form of discrimination. Disagreement is inevitable, from time to time, but respect for the views of others will go a long way to winning respect for your own view. Respecting other people, their insights and experiences, their contributions and assuming well-meaning motivation will make community members feel comfortable and safe and will result in motivation, positive vibrations and excelling productivity.

We expect members of our community to be respectful when dealing with other GPA partners, contributors, speakers and other communities. Remember that GPA is an international venture and that you may be unaware of important aspects of other cultures.

3. Be Forthcoming

GPA community is derived from a profound intent to support Assisting Professionals from within. In order for this endeavor to succeed all members need to understand and practice the art of open communication, honesty of their sharing, openness in their attitude and, most of all, bravery to look inside and find ways to improve, clean up unsupportive habits and beliefs, and to form new plans and methods to elevate their soft skills by implementing the knowledge and insights inquired at GPA semester modules.

Contributors need to be aware of the above and the complexity of the path to self-mastery. They need to provide the right setting and fitting content for participants to fully engage in the process of personal growth and excellence. Enablers are expected to devote their efforts to their utmost abilities to make the events and the personal experiences of each and every participant a memorable and valuable experience

4. Be collaborative

GPA community success and glory depend on collaboration: it helps limit vicious recurrences of unwanted outcomes and ineffectiveness of single efforts while improving the quality of every Assisting Professional in a group setting, nurturing their growth, pride by elevating their excellence levels. The density of Assisting Professionals is mostly low, remote and isolated. The mere existence of a collaborating community of likeminded that you like and trust, value its knowledge and feel welcome to be your true self - that is the key element to feel supported from a distance.

In order to avoid misunderstanding, try to be clear and concise when requesting help or giving it. Remember it is easy to misunderstand any communication, a conversation, posts or emails (especially when they are not written in your mother tongue). Ask for clarifications if unsure how something is meant; remember the first rule — assume in the first instance that people mean well.

As a participant, you should aim to collaborate with other community members, as well as with other communities that are interested in or depend on your expertise, experiences and work you do. Your sharing and contribution should be sincere and relevant and be fed back into the community when you feel others can benefit from it. If you wish to work on some new collaboration projects, keep GPA team informed of your ideas and reasoning.

It may not always be possible to reach consensus on the implementation of an idea or resolution of a situation, so don't feel obliged to achieve this before you begin. However, always ensure that you keep the outside world informed of your struggle, constructions or findings, and feel free to communicate it in a way that allows others to react, discuss and contribute to your efforts and solutions.

Contributors on each topic of soft skills come and go. Therefore, contributors need to make sure to encourage collaboration and overlap implementation in the whole spectrum of provided content during GPA semester modules. Every soft skill is closely connected, correlated and integrated with others - that makes us human beings beautiful and complex at the same time. Encourage to apply as much received knowledge, methods and insights to any area of your life.

As enabler, your matchmaking and information providing abilities are important, as is their form. Poorly thought out comments and communication can cause pain and demotivation of other community members, but considerate discussion of problems or situations can bring positive results. An encouraging word and understanding attitude work wonders.

5. Be pragmatic

GPA is a pragmatic community. We value tangible results over having the last word in a discussion or delivery a very compelling excuse. We defend our core values like freedom and respectful collaboration, but we don't let arguments about minor issues get in the way of achieving more important results – elevating and nurturing excellent soft skills that result in required utmost achievements.

We are open to suggestions, newfound theories, unorthodox methods and welcome solutions regardless of their origin. When in doubt, support solutions which help getting things done over ones which have theoretical merits, but isn't being worked on. Use the tools, solutions and methods which help getting the job done and save you time, energy and effort. Let decisions be taken by those who rate and oversee your execution and results.

6. Support others in the community

Our community is made strong by valuable content, admired speakers, trusted setting, mutual respect, collaboration and pragmatic, responsible behavior. Sometimes there are situations where these have to be defended and other community members need support, motivation or a heartfelt congratulation.

If you witness others being stuck or attacked, think first about how you can offer them personal support or motivation. If you feel that the situation is beyond your ability to help individually, go privately and ask if some form of group or official intervention is needed. Similarly you should support anyone who appears to be in danger of burning out, either through work-related stress or personal problems. Also situations of being desperately stuck, no matter on big or small issues, provide immediate support in braking the unsupportive patterns.

When problems do arise, consider respectfully reminding those involved of our shared Code of Conduct as a first action. Leaders are defined by their actions, and you can help set a good example by working to resolve issues in the spirit of this Code of Conduct before they escalate.

Within GPA we value both personal and business successes and victories as they usually come with heavy lifting and lots of sweat and tears. When you come to know of a happy event of fellow community members feel free to celebrate the accomplishments and share them with the rest of us. Together we stand stronger and celebrating our successes makes us more confident in our powers, breaking down our limitations and moving us closer to living our ambitions.

7. Get support from others in the community

Difficulties, setbacks and disagreements, both personal, practical, political and business, happen all the time. Our community is no exception to the rule. The goal is not to avoid them or battle them on your own tiring your own resources but to resolve them constructively, being supported by others. You should turn to the community to seek advice and support when you find yourself out of familiar options and solutions. At that point, to resolve quickly and efficiently you need to, where possible and permitted, consult others, the group or even your superiors.

GPA community strives to be your first stop in the winning game over anything and everything that doesn't go smoothly or according to plan nor expectations. This concerns situations within or external to GPA community.

Topic of soft skills is an untouchable subject that is not always understood or accepted by others. In case you find yourself in such a misunderstanding please take GPA values on interpersonal relationships into practice: Try to resolve differences in a less highly-emotional medium. If you do feel that you or your efforts is being attacked, take your time to breathe through before heated replies. Consider a 24-hour moratorium if emotional language is being used — a cooling off period is sometimes all that is needed. Again, remember the first rule — assume in the first instance that people mean well.

In Closing

Most importantly, it's the excellence and the maturity of your soft skills and your mindset that will enable you to elevate your performance levels and to excel in your endeavors. The faster you'll go through the obstacles, the more skillful, experienced and wise you will become. All that make you highly valued, appreciated and needed Assisting Professional to the leaders of today and tomorrow.

When Assistant excels – others benefit!

